

IN-LOCO INSPECTION REPORT

2000

**COMPILED FOR THE
DEPARTMENT OF COMMUNITY SAFETY
WESTERN CAPE**

Directorate Civilian Oversight

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Table of Contents

LIST OF TABLES.....	IV
INTRODUCTION	1
OBJECTIVES OF THE IN-LOCO INSPECTION PROJECT	1
METHODOLOGY	1
STRUCTURE OF THE REPORT	2
SECTION 1: COMPARATIVE ANALYSIS	3
GENERAL INFORMATION	3
<i>Number of stations</i>	3
<i>Length of visits</i>	3
COMMUNITY SERVICE CENTRES.....	4
<i>Display of department posters</i>	4
<i>Wearing of name tags</i>	5
<i>Number of clients</i>	6
<i>Appearance</i>	6
<i>Attendance</i>	7
ADMINISTRATION AND RESOURCES.....	8
<i>Number of staff</i>	8
<i>Population sizes served</i>	9
<i>Sick rates</i>	10
<i>Number of vehicles</i>	11
<i>Case loads</i>	12
COMMUNITY POLICING.....	14
TRAUMA FACILITIES.....	15
<i>Incidence of rape and abuse cases</i>	15
<i>Trauma facility</i>	16
<i>Trauma staff</i>	17
STORAGE FACILITIES	19
HOLDING CELLS	20
SECTION 2: ANALYSIS OF THE 4 AREAS	22
1. THE BOLAND AREA.....	22
GENERAL INFORMATION	22
<i>Number of stations</i>	22
<i>Length of visit</i>	22
COMMUNITY SERVICE CENTRE.....	22
<i>Display of department posters</i>	22
<i>Wearing of name tags</i>	22
<i>Number of clients</i>	22
<i>Appearance</i>	23
<i>Attendance</i>	23
ADMINISTRATION AND RESOURCES.....	24
<i>Number of staff</i>	24
<i>Population size served</i>	24
<i>Sick rates</i>	25
<i>Number of vehicles</i>	25

<i>Case load</i>	27
COMMUNITY POLICING.....	27
TRAUMA FACILITIES.....	28
<i>Incidence of rape and abuse cases</i>	28
<i>Trauma facility</i>	29
<i>Trauma staff</i>	31
STORAGE FACILITIES	33
HOLDING CELLS	33
2. THE EAST METROPOLE AREA.....	35
GENERAL INFORMATION	35
<i>Number of stations</i>	35
<i>Length of visit</i>	35
COMMUNITY SERVICE CENTRE.....	35
<i>Display of department posters</i>	35
<i>Wearing of name tags</i>	35
<i>Number of clients</i>	35
<i>Appearance</i>	36
<i>Attendance</i>	36
ADMINISTRATION AND RESOURCES.....	36
<i>Number of staff</i>	36
<i>Population size served</i>	37
<i>Sick rates</i>	37
<i>Number of vehicles</i>	38
<i>Case load</i>	38
COMMUNITY POLICING.....	39
TRAUMA FACILITIES.....	40
<i>Incidence of rape and abuse cases</i>	40
<i>Trauma facility</i>	40
<i>Trauma staff</i>	41
STORAGE FACILITIES	42
HOLDING CELLS	42
3. THE SOUTHERN CAPE AREA.....	44
GENERAL INFORMATION	44
<i>Number of stations</i>	44
<i>Length of visits</i>	44
COMMUNITY SERVICE CENTRE.....	44
<i>Display of department posters</i>	44
<i>Wearing of name tags</i>	45
<i>Number of clients</i>	45
<i>Appearance</i>	45
<i>Attendance</i>	45
ADMINISTRATION AND RESOURCES.....	46
<i>Number of staff</i>	46
<i>Population size served</i>	46
<i>Sick rates</i>	46
<i>Number of vehicles</i>	47
<i>Case load</i>	48
COMMUNITY POLICING.....	48
TRAUMA FACILITIES.....	49
<i>Incidence of rape and abuse cases</i>	49

<i>Trauma facility</i>	50
<i>Trauma staff</i>	51
STORAGE FACILITIES	53
HOLDING CELLS	53
4. THE WEST METROPOLE AREA.....	55
GENERAL INFORMATION	55
<i>Number of stations</i>	55
<i>Length of visit</i>	55
COMMUNITY SERVICE CENTRE.....	55
<i>Display of department posters</i>	55
<i>Wearing of name tags</i>	55
<i>Number of clients</i>	55
<i>Appearance</i>	56
<i>Attendance</i>	56
ADMINISTRATION AND RESOURCES.....	57
<i>Number of staff</i>	57
<i>Population size served</i>	57
<i>Sick rates</i>	57
<i>Number of vehicles</i>	58
<i>Case load</i>	58
COMMUNITY POLICING.....	59
TRAUMA FACILITIES.....	60
<i>Incidence of rape and abuse cases</i>	60
<i>Trauma facility</i>	60
<i>Trauma staff</i>	61
STORAGE FACILITIES	62
HOLDING CELLS	63
SECTION 3: METHODOLOGY ISSUES	64
RESEARCH DESIGN	64
QUESTIONNAIRE DESIGN	65
RESEARCH EXECUTION.....	67
APPENDIX A: STATION DETAILS	69
BOLAND	69
EAST METROPOLE	71
SOUTHERN CAPE	72
WEST METROPOLE	73
APPENDIX B: QUESTIONNAIRE.....	74
GENERAL INFORMATION	74
COMMUNITY SERVICE CENTRE.....	74
ADMINISTRATION AND RESOURCES.....	75
COMMUNITY POLICE FORUMS	76
TRAUMA ROOMS	77
STORE ROOM.....	77
POLICE CELLS.....	78
OFFICIAL USE ONLY	78

LIST OF TABLES

TABLE 1: NUMBER OF STATIONS VISITED, PER AREA	3
TABLE 2: AVERAGE LENGTH OF INTERVIEWS IN MINUTES, PER AREA	3
TABLE 3: SHORTEST AND LONGEST INTERVIEW TIMES (IN MINUTES), PER AREA.....	4
TABLE 4: NUMBER AND PERCENTAGE OF STATIONS WHICH HAD NO DEPARTMENTAL POSTER DISPLAYED, PER AREA	5
TABLE 5: NUMBER AND PERCENTAGE OF STATIONS WHERE INTERVIEWED OFFICERS DID NOT DISPLAY NAME TAGS, PER AREA	5
TABLE 6: NUMBER OF CLIENTS DURING INSPECTION, PER AREA	6
TABLE 7: CONDITION OF CSCS	6
TABLE 8: CONDITION OF CSCS, PER AREA	7
TABLE 9: AVERAGE NUMBER OF OFFICERS SUPPOSED TO ATTEND TO COMPLAINTS, PER AREA.....	7
TABLE 10: TOTAL STAFF SIZE AT CSCS.....	8
TABLE 11: TOTAL AND AVERAGE STAFF SIZE AT CSCS, PER AREA	8
TABLE 12: AVERAGE POPULATION SIZE PER STATION AND AVERAGE POLICE STAFF:POPULATION RATIO ..	9
TABLE 13: TOTAL AND AVERAGE SICK STAFF, PER AREA.....	10
TABLE 14: NUMBER AND PERCENTAGE OF STATIONS WITHOUT SICK OFFICERS IN PREVIOUS MONTH, PER AREA.....	10
TABLE 15: AVERAGE NUMBER OF AVAILABLE CARS, PER AREA	11
TABLE 16: NUMBER AND PERCENTAGE OF STATIONS WHO DO NOT HAVE VEHICLES FOR CERTAIN STAFF, PER AREA	11
TABLE 17: AVAILABILITY OF VEHICLES AT POLICE STATIONS	12
TABLE 18: AVAILABLE VEHICLES, PER AREA.....	12
TABLE 19: AVERAGE NUMBER OF CASES, DOCKETS AND COMPLAINTS, PER AREA.....	13
TABLE 20: AVERAGE NUMBER OF IOS AND DOCKETS PER IO, PER AREA	13
TABLE 21: AVERAGE NUMBER OF CPOs AND NUMBER AND PERCENTAGE OF STATIONS WITHOUT CPOs, PER AREA	14
TABLE 22: NUMBER AND PERCENTAGE OF DYSFUNCTIONAL CPFs, PER AREA	14
TABLE 23: RELATIONS WITH CPF	15
TABLE 24: RELATION WITH LOCAL CPF, PER AREA.....	15
TABLE 25: AVERAGE NUMBER OF RAPE AND DOMESTIC VIOLENCE CASES, PER AREA.....	16
TABLE 26: NUMBER AND PERCENTAGE OF STATIONS WITHOUT CASES OF RAPE AND DOMESTIC VIOLENCE	16
TABLE 27: NUMBER AND PERCENTAGE OF STATIONS WITHOUT TRAUMA FACILITY, PER AREA.....	17
TABLE 28: CONDITION OF TRAUMA FACILITIES (WHERE AVAILABLE)	17
TABLE 29: NUMBER AND PERCENTAGE OF STATIONS WITHOUT TRAINED TRAUMA STAFF OR FEMALE STAFF AVAILABLE, PER AREA.....	18
TABLE 30: AVERAGE NUMBER OF VOLUNTEERS AT TRAUMA FACILITIES, PER AREA.....	18
TABLE 31: CONDITION OF STORE ROOMS.....	19
TABLE 32: CONDITION OF STORE ROOMS, PER AREA	19
TABLE 33: NUMBER OF STATIONS HOLDING UNDERAGE SUSPECTS AND NUMBER OF UNDERAGE DETAINEES, PER AREA.....	20
TABLE 34: STATIONS WITH EMPTY HOLDING CELLS, PER AREA	20
TABLE 35: CONDITION OF POLICE CELLS	21
TABLE 36: CONDITION OF HOLDING CELLS, PER AREA.....	21
TABLE 37: LIST OF STATIONS WHO DID NOT DISPLAY A DEPARTMENT POSTER.....	22
TABLE 38: NUMBER OF CLIENTS IN COMMUNITY SERVICE CENTRE.....	23
TABLE 39: APPEARANCE OF COMMUNITY SERVICE CENTRES.....	23

TABLE 40: NUMBER OF OFFICERS SUPPOSED TO ATTEND TO COMPLAINTS IN CSC	23
TABLE 41: LIST OF POLICE STATIONS WITH NO DETECTIVES	24
TABLE 42: NUMBER OF SICK POLICE STAFF IN PREVIOUS MONTH	25
TABLE 43: LIST OF STATIONS WITHOUT SICK POLICE OFFICERS	25
TABLE 44: LIST OF STATIONS WITHOUT CARS FOR CERTAIN STAFF.....	26
TABLE 45: NUMBER OF VEHICLES AT STATION	26
TABLE 46: LIST OF STATIONS WITHOUT FUNCTIONAL CPF	28
TABLE 47: RELATIONSHIP BETWEEN POLICE AND CPF IN BOLAND AREA.....	28
TABLE 48: LIST OF NAMES OF STATIONS WITH NO RAPE OR DOMESTIC VIOLENCE CASES.....	29
TABLE 49: LIST OF POLICE STATIONS WITHOUT TRAUMA FACILITIES.....	29
TABLE 50: CONDITION OF TRAUMA FACILITY	30
TABLE 51: CONDITION OF TRAUMA FACILITY FURNISHINGS	30
TABLE 52: LIST OF POLICE STATIONS WITHOUT TRAINED TRAUMA PERSONNEL	31
TABLE 53: LIST OF STATIONS WITHOUT AVAILABLE FEMALE POLICE OFFICERS.....	32
TABLE 54: LIST OF STATIONS WITHOUT VOLUNTEERS AT TRAUMA FACILITY	32
TABLE 55: IS THE STORE ROOM SECURE?.....	33
TABLE 56: CONDITION OF STORE ROOM	33
TABLE 57: CONDITION OF CELLS	34
TABLE 58: LIST OF STATIONS WITH DIRTY HOLDING CELLS	34
TABLE 59: LIST OF STATIONS WITH ESCAPES FROM THEIR HOLDING CELLS	34
TABLE 60: LIST OF STATIONS WITHOUT POSTER	35
TABLE 61: NUMBER OF CLIENTS IN COMMUNITY SERVICE CENTRE.....	36
TABLE 62: NUMBER OF OFFICERS SUPPOSED TO ATTEND TO COMPLAINTS IN CSC	36
TABLE 63: NUMBER OF SICK POLICE STAFF IN PREVIOUS MONTH	37
TABLE 64: NUMBER OF VEHICLES AT STATION.....	38
TABLE 65: RELATIONSHIP BETWEEN POLICE AND CPF.....	39
TABLE 66: CONDITION OF TRAUMA FACILITY	40
TABLE 67: CONDITION OF TRAUMA FACILITY FURNISHINGS	41
TABLE 68: IS THE STORE ROOM SECURE?.....	42
TABLE 69: CONDITION OF STORE ROOM	42
TABLE 70: CONDITION OF CELLS	43
TABLE 71: LIST OF STATIONS WHO DID NOT DISPLAY A DEPARTMENT POSTER.....	44
TABLE 72: NUMBER OF CLIENTS IN COMMUNITY SERVICE CENTRE.....	45
TABLE 73: NUMBER OF OFFICERS SUPPOSED TO ATTEND TO COMPLAINTS IN CSC	45
TABLE 74: LIST OF POLICE STATIONS WITH NO DETECTIVES	46
TABLE 75: NUMBER OF SICK POLICE STAFF IN PREVIOUS MONTH	47
TABLE 76: LIST OF STATIONS WITHOUT CARS FOR CERTAIN STAFF.....	47
TABLE 77: NUMBER OF VEHICLES AT STATION	48
TABLE 78: LIST OF POLICE STATIONS WITHOUT COMMUNITY POLICING OFFICERS	49
TABLE 79: RELATIONSHIP BETWEEN POLICE AND CPF IN SOUTHERN CAPE AREA.....	49
TABLE 80: LIST OF STATIONS WITH NO RAPE OR DOMESTIC VIOLENCE CASES	50
TABLE 81: LIST OF POLICE STATIONS WITHOUT TRAUMA FACILITIES.....	50
TABLE 82: CONDITION OF TRAUMA FACILITY	51
TABLE 83: CONDITION OF TRAUMA FACILITY FURNISHINGS	51
TABLE 84: LIST OF POLICE STATIONS WITH TRAINED TRAUMA PERSONNEL	52
TABLE 85: LIST OF STATIONS WITH AVAILABLE FEMALE POLICE OFFICERS	52
TABLE 86: IS THE STORE ROOM SECURE?.....	53
TABLE 87: CONDITION OF STORE ROOM	53
TABLE 88: CONDITION OF CELLS	53
TABLE 89: NUMBER OF CLIENTS IN COMMUNITY SERVICE CENTRE.....	56

TABLE 90: NUMBER OF OFFICERS SUPPOSED TO ATTEND TO COMPLAINTS IN CSC	56
TABLE 91: NUMBER OF SICK POLICE STAFF IN PREVIOUS MONTH	57
TABLE 92: NUMBER OF VEHICLES AT STATION	58
TABLE 93: RELATIONSHIP BETWEEN POLICE AND CPF	59
TABLE 94: CONDITION OF TRAUMA FACILITY	60
TABLE 95: CONDITION OF TRAUMA FACILITY FURNISHINGS	61
TABLE 96: IS THE STORE ROOM SECURE?.....	62
TABLE 97: CONDITION OF STORE ROOM	62
TABLE 98: CONDITION OF CELLS	63

Introduction

The In-loco Inspection Project was first introduced by the Directorate Civilian Oversight, Department of Community Safety Western Cape in May 1999. The aim of the project is to assess police stations on certain primary issues, particularly in relation to the management and control of the stations. For this purpose, members of the Directorate are assigned to visit all police stations across the Western Cape to gather relevant data. The information collected through the In-loco Inspection Project provides the Department of Community Safety with an accurate overview of the situation at local police stations and first-hand accounts of the problems experienced.

Objectives of the In-loco Inspection Project

The primary objectives of the In-loco Inspection Project are:

- to familiarise the Department of Community Safety with the conditions under which local police stations operate;
- to expose good and bad practices at local police stations;
- to highlight useful practices and pockets of excellence;
- to keep police station commissioners accountable for the state of the stations and the standards of services provided;
- to develop long-term benchmarks for resource use at police stations;
- to develop a database that is continually updated with information received from police stations;
- to determine the problems, if any, local police stations face in the executions of their tasks;
- to assist police stations in providing better service where possible;
- to assist SAPS Management in improving service delivery at station level.

Methodology

For the purpose of the 2000 In-loco Inspection, 138 police stations across the Western Cape were visited by members of the Directorate Civilian Oversight (inspectors). The province was divided into four areas for this project, with 61 visits taking place in Boland, 30 visits in the West Metropole area, 23 in the Southern Cape and 23 visits in the East Metropole area. At each of the selected stations, a structured questionnaire was administered by the inspectors to gather information about the situation at that police station. The questionnaire has been designed to obtain data about the management and control of police stations, and covers the broad themes of infrastructure, service delivery, management and problems at the local level. On average, interviews lasted 1 hour and 15 minutes.

Structure of the Report

The following report presents the findings of the in-loco data collection which took place between June and December 2000. The report will provide the majority of information recorded on the questionnaires during these police station visits and highlight patterns and trends as well as particular concerns that emerged.

Section 1 presents a comparative analysis of the four different areas in which the in-loco inspections took place. The section will follow the structure of the questionnaire and report some general information on the *Inspections*, information about the *Community Service Centres*, and information about *Administration and Resources* in the different areas. This will be followed by information about *Community Policing*, *Trauma Facilities* and conclude with information about *Storage Facilities and Holding Facilities*. Section 1 will highlight the situation in the Western Cape in general as well as the differences between the four different areas. The section also includes a number of comments for future concern where appropriate.

Section 2 details the findings of the in-loco inspection for each area (Boland, East Metropole, Southern Cape and West Metropole) separately. The four individual parts of the section will follow the same structure as section 1. The section will detail the situation in each individual area and highlight concerns and problems at particular police stations in each area.

Section 3 of the report discusses recommendations relating to the In-loco Inspection Project and the methodology used for data collection. The aim of this section is to strengthen the In-loco Inspection Project as an accurate and reliable tool for the assessment of police stations in the Western Cape.

Appendix A presents a list of all police stations visited, the date the inspection took place, size of staff at each station, the size of the population served by the station as well as the number of cases reported for in the month prior to the inspection. Stations have been separated according to the four areas and are in alphabetical order.

Appendix B presents a copy of the questionnaire used for the 2000 in-loco inspections. The questionnaire has been marginally amended to account for the way the data has been captured. The questionnaire is being presented in a format which is more adequate for data capturing. The questionnaire contains all questions supposed to be asked during the inspections. However, since only part of this data was supplied by the Department of Community, questions on which data for analysis was available have been highlighted in bold letters.

SECTION 1: COMPARATIVE ANALYSIS

General Information

Number of stations

For the purpose of the 2000 In-loco Inspection project, members of the Department of Community Safety, Directorate Civilian Oversight, visited 138 of the 160 police stations in the Western Cape. Some police stations in the Western Cape were omitted from the inspections since they were not considered to be ‘fully functional’¹ by the Department of Community Safety. The Western Cape province was divided into the four areas of Boland, the West Metropole, the Southern Cape and the East Metropole.

Area	Number of stations
Boland	61
East Metropole	23
Southern Cape	24
West Metropole	30
Total	138

Table 1: Number of stations visited, per area

The Boland area contained roughly twice as many stations as each of the other three areas. The number of stations visited in the East Metropole, West Metropole and Southern Cape areas was roughly the same. The proportion of visited stations in relation to the total number of stations per area was not evident from the supplied data.

Length of visits

Area	Average length
Boland	59 min
East Metropole	95 min
Southern Cape	63 min
West Metropole	100min

Table 2: Average length of interviews in minutes, per area

Interviews in the West Metropole area took the longest to complete on average, while interviews in the Boland area were the shortest and lasted less than an hour on average.

Area	Shortest interview	Longest interview
Boland	15 min	150 min
East Metropole	35 min	170 min
Southern Cape	20 min	145 min
West Metropole	35 min	193 min

Table 3: Shortest and longest interview times (in minutes), per area

The data indicates that inspectors in the East and West Metropole areas generally spent a greater amount of time on their interviews. The implication of this finding is that data collected in these two areas might be more reliable and accurate than information gathered in the Boland and Southern Cape areas.

In its current format, the in-loco inspection compares information gathered in, for example, 30 minutes, with information gathered during interviews lasting over two hours. For the purpose of future in-loco inspections, the Department of Community Safety might wish to consider the possibility of interview guidelines and adequate training for the in-loco inspectors to ensure data of comparative quality. Inspectors should also be provided with documentation requesting sufficient co-operation by the station commissioner.

Community Service Centres

Display of department posters

One of the objectives of the in-loco inspections is to determine whether Community Service Centres in the Western Cape display the posters which form part of the Department's Service Delivery Poster Campaign. The campaign was initiated in December 1998 by the Department of Community Safety to gauge the extent of public complaints against the SAPS. The posters encourage communities and individuals to contact the Department of Community Safety with positive and negative comments about the SAPS. These posters were sent to police stations across the province, and in-loco inspectors were instructed to indicate whether or not these posters are clearly displayed in a public area of the Community Service Centre.

¹ This refers to satellite branches and those branches who depend on other stations for their administration.

Area	# of stations	% of stations
Boland	17	28%
East Metropole	5	22%
Southern Cape	11	48%
West Metropole	12	40%

Table 4: Number and percentage of stations which had no departmental poster displayed, per area

Over two thirds (67%) of inspected police stations in the Western Cape displayed Department posters. Community Service Centres in the Boland area were least likely to display departmental posters in a way that was visible to the public, while almost all stations in the East Metropole area had a poster on display. The Department of Community Safety might wish to investigate the number of actual public complaints received from the different areas to gather information about the effectiveness of this poster campaign.

Wearing of name tags

The wearing of name tags by officers when dealing with the public is an important and useful tool to maintain professional service delivery and to increase the accountability of individual police officers. Name tags allow the public to readily identify individual police officers in case they wish to lodge a complaint against them or if they wish to thank them for their help. In-loco inspectors were therefore asked to indicate whether or not the officer they were interviewing was wearing a name tag.

Area	# of stations	% of stations
Boland	1	2%
East Metropole	1	4%
West Metropole	2	7%

Table 5: Number and percentage of stations where interviewed officers did not display name tags, per area

The inspection found that almost all (97%) responding officers were wearing name tags. One inspector in the Southern Cape area did not indicate whether or not the interviewed officer was wearing a name tag.

While it appears that individual officers in the Western Cape were easy to identify during the course of the 2000 in-loco inspections, the Department should continue to monitor this situation over the coming years. It might also be interesting to obtain information about the number of officers who were identified by name when complaints were received by the SAPS.

Number of clients

Community Service Centres in the Western Cape had an average of 2 clients while the inspections took place. Forty-four percent of stations had no clients at all during the inspection. However, this data is relatively unreliable since the length of inspections varied considerably.

Area	Average # of clients	# of stations with no clients	% of stations with no clients
Boland	1	33	54%
East Metropole	4	4	17%
Southern Cape	2	14	61%
West Metropole	2	9	30%

Table 6: Number of clients during inspection, per area

Police stations in the East Metropole area had a higher average number of clients during the inspections than stations in other areas, especially in the Boland area. Stations in the East Metropole area were least likely to have no clients during their inspections, while over half of the Boland and Southern Cape stations were not used by the public during their inspections.

However, one should keep in mind the greater size of the Boland area, as well as the different lengths of time spent at the various police stations. The Department might wish to consider the possibility of standardising the length of time spent observing certain events for the purpose of future research. This would increase the accuracy and comparability of the data.

Appearance

The physical appearance of Community Service Centres is of some importance since this is generally where the majority of contact with the public takes place. Police stations which are dirty or untidy are likely to reflect negatively on the SAPS in the eye of the public.

Condition	# of stations	% of stations
Very clean	50	36%
Clean	78	57%
Tidy	9	7%
Dirty	1	1%
Total	138	100%

Table 7: Condition of CSCs

The large majority (93%) of inspected police stations in the Western Cape were in a clean or very clean condition. Only 1 police station was found to be dirty by the Department's inspectors.

	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
Condition	%	Count	%	Count	%	Count	%	Count
Very clean	20%	12	70%	16	50%	12	33%	10
Clean	67%	41	30%	7	46%	11	63%	19
Tidy	12%	7	0%	0	4%	1	3%	1
Dirty	2%	1	0%	0	0%	0	0%	0
Total	100%	61	100%	23	100%	24	100%	30

Table 8: Condition of CSCs, per area

The only police station to be considered dirty was in the Boland area. However, one should again keep in mind that there is a greater number of police stations incorporated in this area. Community Service Centres in the East Metropole area were found to be the cleanest stations in the Western Cape.

The standard of cleanliness at police stations in the Western Cape appeared to be completely satisfactory during the course of the 2000 in-loco inspections. However, the Department should continue to monitor standards over the coming years.

Attendance

The in-loco inspection questionnaire also asked how many officers were supposed to be on duty at each station to attend to public complaints. At 59% of all inspected Community Service Stations in the Western Cape only 1 officer was supposed to attend to public complaints.

Area	# of staff
Boland	1
East Metropole	2
Southern Cape	1
West Metropole	2

Table 9: Average number of officers supposed to attend to complaints, per area

Except in isolated cases at very large police stations, only one or two police officers were supposed to attend to the complaints of clients. Please refer to the analysis of the individual areas for more details.

Administration and Resources

Number of staff

The inspected Community Service Stations in the Western Cape had an average number of 48 police staff per station. This staff consisted, on average, of 38 uniformed staff and 11 detective staff.

# of staff	# of stations	% of stations
Up to 10 people	10	7%
11 to 30 people	56	41%
31 to 50 people	28	20%
51 to 70 people	16	12%
71 to 90 people	11	8%
More than 90 people	17	12%
Total	138	100%

Table 10: Total staff size at CSCs

The majority (61%) of police stations had between 10 and 50 police staff. The number of stations with less than 10 police officers was relatively low in the Western Cape, but 20% of stations had more than 70 police staff.

# of staff	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
	%	Count	%	Count	%	Count	%	Count
Up to 10	13%	8	0%	0	8%	2	0%	0
11 to 30	62%	38	17%	4	46%	11	10%	3
31 to 50	12%	7	17%	4	17%	4	43%	13
51 to 70	7%	4	17%	4	13%	3	17%	5
71 to 90	5%	3	17%	4	4%	1	10%	3
More than 90	2%	1	30%	7	13%	3	20%	6
Total	100%	61	100%	23	100%	24	100%	30
<i>Average staff size</i>	28		77		49		67	

Table 11: Total and average staff size at CSCs, per area

Average staff size at police stations was highest in the East Metropole area, followed by stations in the West Metropole area. Stations in the Boland area had the smallest numbers of staff on average with only 28 officers per station.

The data indicated that some police stations in the Western Cape might be understaffed in relation to their case load. Greater detail of these findings is provided

in the individual sections. However, the Department might wish to consider more accurate measures of establishing work loads at different stations when conducting future research.

Population sizes served

Each Community Service Centre in the Western Cape served 62,012 people on average. On average, there was approximately one police officer for every thousand people in the Western Cape.

Area	Population size	Officer:population ratio
Boland	25,507	1:812
East Metropole	106,721	1:1,215
Southern Cape	29,856	1:760
West Metropole	127,961	1:1,703

Table 12: Average population size per station and average police staff:population ratio

Police stations in the East and West Metropole areas had to serve significantly larger population sizes than the Western Cape average, while stations in Boland and the Southern Cape served relatively small population sizes. Stations in the East and West Metropole areas also had significantly higher staff:population ratios than Boland and the Southern Cape.

Future research conducted by the Department should attempt to identify if all police stations in the Western Cape and especially in the East and West Metropole areas are able to cope with their respective work loads, and if they are able to fulfil their commitments to the public to a satisfactory standard. The Department might wish to ask some more direct questions about these issues in a future questionnaire if the relevant data cannot be obtained in any other way or from a different source.

Sick rates

On average, 12 police officers per station had been off sick in the previous month.

# of sick staff	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
	%	Count	%	Count	%	Count	%	Count
1 to 5	71%	36	26%	6	60%	12	7%	2
6 to 10	10%	5	17%	4	15%	3	30%	9
11 to 20	10%	5	4%	1	10%	2	33%	10
21 to 30	8%	4	17%	4	10%	2	13%	4
More than 30	2%	1	35%	8	5%	1	17%	5
Total	100%	51	100%	23	100%	20	100%	30
Average	5		27		7		19	

Table 13: Total and average sick staff, per area

The average number of police officers who had been off sick in the month prior to the inspections was highest at police stations in the East and West Metropole areas. However, both these areas had larger staff sizes, which makes the incidence of sickness more likely. The Southern Cape area had the lowest incidence of sickness in relation to its staff size.

Only 10% of police stations in the Western Cape had had no cases of absenteeism through sickness in the month preceding the inspections.

Area	# of stations	% of stations
Boland	10	16%
Southern Cape	4	17%

Table 14: Number and percentage of stations without sick officers in previous month, per area

Boland and the Southern Cape were the only two areas with stations where no police officer had been absent during the month prior to the inspection because of sickness.

For the purpose of future research, the Department might wish to add more direct questions to establish if particular stations suffer through the regular absence of sick staff members.

Number of vehicles

Inspected police stations in the Western Cape had an average of 14 cars available, 8 for the use of uniformed staff, 4 for the use of detectives and 1 for the use of admin staff.

Area	# of cars
Boland	13
East Metropole	20
Southern Cape	9
West Metropole	14

Table 15: Average number of available cars, per area

Police stations in the East and West Metropole areas had the greatest number of vehicles available for their staff. However, one has to consider that they also had larger staff sizes than the Southern Cape and Boland areas.

Almost two thirds (65%) of police stations had no vehicle for the use of their admin staff, while 5% of stations had no transport for uniformed staff and 15% had no transport for detectives at the station.

Area	No admin car		No uniform car		No detective car	
	%	Count	%	Count	%	Count
Boland	79%	48	2%	1	15	9
East Metropole	39%	9	4%	1	9	2
Southern Cape	71%	17	21%	5	38	9
West Metropole	50%	15	0%	0	3	1

Table 16: Number and percentage of stations who do not have vehicles for certain staff, per area

While the Boland area had the greatest number of stations without vehicles, the Southern Cape area was most under-resourced in terms of transport in relation to its staff size and the population it served.

# of vehicles	# of stations	% of stations
Up to 5 vehicles	56	41
6 to 10 vehicles	42	30
11 to 20 vehicles	20	15
21 to 30 vehicles	11	8
Over 30 vehicles	9	7
Total	138	100

Table 17: Availability of vehicles at police stations

Two fifths of police stations in the Western Cape had up to 5 vehicles available, while 70% of stations had between 1 and 10 vehicles available for their various staff members. Those 7% of police stations who had more than 30 vehicles tended to be stations with significantly larger staff sizes.

# of vehicles	Area of police station							
	Boland		East Metropole		Southern Cape		West Metropole	
	%	Count	%	Count	%	Count	%	Count
Up to 5 vehicles	61%	37	17%	4	46%	11	13%	4
6 to 10 vehicles	28%	17	17%	4	29%	7	47%	14
11 to 20 vehicles	8%	5	22%	5	17%	4	20%	6
21 to 30 vehicles	2%	1	26%	6	8%	2	7%	2
Over 30 vehicles	2%	1	17%	4	0%	0	13%	4
Total	100%	61	100%	23	100	24	100%	30

Table 18: Available vehicles, per area

Stations in the East and West Metropole areas were more likely to have stations with larger numbers of cars, but were also more likely to have larger staff sizes.

Case loads

On average, each police station in the Western Cape had 344 cases reported to it in the month preceding the inspections, and each station had investigated an average of 652 dockets per month. Each police station was also requested to attend to an average of 531 complaints in that month. Two percent of stations had not received any requests to attend complaints.

Area	Cases	Dockets	Complaints
Boland	218	295	285
East Metropole	587	758	1,046
Southern Cape	255	563	-
West Metropole	481	1,377	711

Table 19: Average number of cases, dockets and complaints, per area

The East and the West Metropole areas both reported a significantly greater number of cases on average than stations in the other 2 areas. Stations in these 2 areas also investigated more dockets and received a greater number of requests to attend to complaints.

NB

The number of requests to attend to complaints was not contained in the Southern Cape data provided.

The average number of investigating officers (IOs) per station was 9, and each IO had to investigate an average of 66 dockets. Five percent of stations had no IOs.

Area	Investigating officers	Dockets per investigating officer
Boland	5	53
East Metropole	14	83
Southern Cape	9	-
West Metropole	15	81

Table 20: Average number of IOs and dockets per IO, per area

Police stations in the East and West Metropole areas had a greater number of IOs available, but the IOs in these 2 areas nevertheless had a greater number of case loads than their colleagues in Boland.

NB

The data provided for the Southern Cape area did not contain any information about the number of dockets per IO.

The data indicates that police stations in the East and West Metropole areas were significantly more busy than stations in the other two areas. However, they also appeared to be better staffed and resourced to compensate for this. However, it might be interesting for future research to establish if station commissioners in these two areas feel able to meet their commitments with current resource levels.

Community Policing

Police stations in the Western Cape had an average of 3 Community Policing Officers (CPOs) available. However, 66% of stations had no Community Policing Officer at all.

Area	Average # of CPOs at stations	# of stations with no CPOs	% of stations with no CPOs
Boland	0	60	98%
East Metropole	4	10	44%
Southern Cape	1	15	63%
West Metropole	8	6	20%

Table 21: Average number of CPOs and number and percentage of stations without CPOs, per area

Stations in the West Metropole area had the greatest number of CPOs available, while stations in Boland were most likely to be under-resourced in terms of Community Policing Officers.

Nine percent of police stations stated that the Community Police Forum (CPF) in their area was not functional. The most common reasons which were given for this state of affairs were generally lack of interest or conflict and miscommunication among the community.

Area	# of stations	% of stations
Boland	7	12%
East Metropole	3	13%
West Metropole	2	7%

Table 22: Number and percentage of dysfunctional CPFs, per area

Boland had the greatest number of station commissioners who claimed that the local CPF was not functional, but the proportion of dysfunctional CPFs was the same in the East Metropole area. All CPFs in the Southern Cape area were claimed to be functional.

Relation	# of stations	% of stations
Very good	66	49%
Good	51	38%
Okay	12	9%
Not good	3	2%
Bad	2	2%
Total	134	100%

Table 23: Relations with CPF

The majority (87%) of police stations in the Western Cape had a good or very good relationship with their local CPFs. Stations who did not have a good relationship with their local CPF generally considered the CPF to be dysfunctional.

	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
Relation	%	Count	%	Count	%	Count	%	Count
Very good	43%	26	52%	11	52%	12	59%	17
Good	41%	25	38%	8	44%	10	28%	8
Okay	10%	6	5%	1	4%	1	14%	4
Not good	5%	3	0%	0	0%	0	0%	0
Bad	2%	1	5%	1	0%	0	0%	0
Total	100	61	100	21	100	23	100	29

Table 24: Relation with local CPF, per area

Police stations in the East and West Metropole and the Southern Cape areas generally had a good relationship with their local CPF, while stations in the Boland area were more likely to have a negative relationship with the local CPFs.

Overall, CPFs in the Western Cape appeared to be generally functional, the large majority of police stations enjoyed a good relationship with their local CPF. However, the Department might wish to monitor future developments and changes.

Trauma Facilities

Incidence of rape and abuse cases

Police stations in the Western Cape had recorded an average of 3 rape cases and 2 domestic violence cases in the month prior to the inspection.

Area	# of rape cases	# of domestic violence cases
Boland	2	1
East Metropole	8	4
Southern Cape	2	2
West Metropole	2	3

Table 25: Average number of rape and domestic violence cases, per area

Stations in the East Metropole area were significantly more likely to record a higher number of rape and domestic violence cases than stations in all other areas.

However, over a third (37%) of all stations in the Western Cape recorded no cases of rape in the previous month, while 73% of stations had recorded no cases of domestic violence.

Area	No rape		No domestic violence	
	%	Count	%	Count
Boland	38%	23	74%	45
East Metropole	32%	7	73%	16
Southern Cape	29%	7	78%	18
West Metropole	47%	14	67%	20

Table 26: Number and percentage of stations without cases of rape and domestic violence

There was a greater number and proportion of police stations in the Boland and the West Metropole areas who had not recorded any cases of rape in the month prior to the inspections. However, stations in the West Metropole area were most likely to have recorded cases of domestic violence. Stations in the Southern Cape area were least likely to have recorded cases of domestic violence in the last month.

The Department might wish to consider the possibility of running special rape and domestic violence awareness and prevention campaigns in areas with a high incidence rate of such cases.

Trauma facility

Almost half (48%) of all police stations in the Western Cape had no special trauma facility to interview the victims of rape or domestic abuse.

Area	# of stations	% of stations
Boland	29	48%
East Metropole	10	48%
Southern Cape	18	78%
West Metropole	7	23%

Table 27: Number and percentage of stations without trauma facility, per area

Stations in the West Metropole area are most likely to be equipped with a trauma facility, while stations in the Southern Cape are least well equipped in relation to the number of stations there. In both the East Metropole and Boland areas close to half of the stations are not equipped with trauma facilities.

The lack of trauma facilities should be of particular concern in the East Metropole area, since stations in that area recorded a relatively high incidence rate of such cases. The Department should consider the adequate steps that would remedy this situation and attempt to equip the stations with the greatest need with trauma facilities.

Condition	# of stations	% of stations
Clean	57	86%
Dirty	1	2%
Not inspected	8	12%
Total	66	100%

Table 28: Condition of trauma facilities (where available)

Where trauma facilities were available, they were generally in an overall clean condition. Only one trauma facility in the Western Cape was found to be dirty, but 8 trauma facilities had not been inspected by the Department's inspectors.

Trauma staff

Over a quarter (26%) of stations had no trained personnel to deal with cases of rape and domestic violence. Nine percent also had no female staff either on duty or on standby to deal with such cases.

Area	No trained staff		No female staff	
	%	Count	%	Count
Boland	26%	16	15%	9
East Metropole	22%	5	0%	0
Southern Cape	42%	5	21%	3
West Metropole	21%	6	0%	0

Table 29: Number and percentage of stations without trained trauma staff or female staff available, per area

The Southern Cape area was most under-resourced in terms of trauma staff and least likely to be able to deal sensitively with victims of rape and domestic violence. The Southern Cape area also had the least trauma facilities available. The Boland area showed significant deficiencies in terms of trauma staff as well, as a relatively large proportion of stations had neither trained trauma personnel or female staff available to deal with victims of rape and violence.

Trauma facilities had an average of 4 volunteers who worked at the station. However, 41% of trauma facilities had no volunteers at all.

Area	# of volunteers
Boland	3
East Metropole	8
Southern Cape	3
West Metropole	5

Table 30: Average number of volunteers at trauma facilities, per area

Stations in the East and West Metropole areas were most likely to have large numbers of volunteers working at their trauma facilities.

The Department should consider the importance of trained staff available to police stations, especially since the police service is regularly accused of dealing insensitively with the victims of rape and domestic violence. If more trained staff were available to deal with this type case, negative publicity of the SAPS could be reduced. Moreover, all staff in the police service should undergo awareness training about the realities of rape and domestic violence to eradicate personal prejudices when confronted with such crimes. This is of particular importance in areas with high incidences of rape and domestic violence.

Storage Facilities

As part of the in-loco inspection, inspectors visited the store rooms at the police stations where available. These store rooms are meant to be secure facilities for the storage of police evidence and exhibits.

At eight percent of the inspected stations the store rooms were considered not to be secure. Twelve percent of stations did not have a specific facility for the storage of police evidence. However, only 1 station indicated that a theft from the store room had occurred within the 3 months prior to the inspection.

Condition	# of stations	% of stations
Tidy	39	29%
Organised	62	47%
Disorganised	3	2%
Untidy	1	1%
N/A	23	17%
Total	133	100%

Table 31: Condition of store rooms

The majority (76%) of store rooms were considered to be tidy or organised by the inspectors. Only 4 store rooms in the Western Cape were found to be disorganised or untidy. However, the Department might wish to monitor this situation when conducting future research.

Condition	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
	%	Count	%	Count	%	Count	%	Count
Tidy	23%	14	32%	7	32%	7	39%	11
Organised	48%	29	55%	12	41%	9	43%	12
Disorganised	0%	0	5%	1	9%	2	0%	0
Untidy	2%	1	0%	0	0%	0	0%	0
N/A	20%	12	9%	2	18%	4	18%	5
Total	100%	61	100%	22	100%	22	100%	28

Table 32: Condition of store rooms, per area

Stations in the Boland area were most likely not to have a proper storage facility for police evidence.

Holding Cells

Police stations in the Western Cape held 2 suspects on average in their cells at the time of the inspections. The average number of suspects in police holding cells at the time of the inspections was the same in all four areas.

Five percent of police stations held underage suspects in their cells at the time of the inspections.

Area	# of stations	# of detainees
Boland	4	9
East Metropole	1	1
Southern Cape	1	2
Total	6	12

Table 33: Number of stations holding underage suspects and number of underage detainees, per area

Boland was the area with the greatest number of stations holding underage suspects at the time of the inspections. In this area, 9 underage suspects were held at 4 police stations. In the East Metropole and Southern Cape areas, one police station each held underage suspects. None of the stations in the West Metropole area were detaining underage suspects in their holding cells at the time of the inspections.

Over two fifths (41%) of stations held no prisoners during the inspections.

Area	# of stations	% of stations
Boland	27	45%
East Metropole	7	33%
Southern Cape	10	44%
West Metropole	7	32%

Table 34: Stations with empty holding cells, per area

Over two fifths of holding cells in both the Boland and Southern Cape areas were empty at the time of the inspections. The East and West Metropole areas both had a significantly lower proportion of empty cells.

Six percent of all inspected police stations in the Western Cape reported escapes from their holding cells during the previous 3 months. All these escapes had taken place at police stations in the Boland area. This represents escapes from 13 % of holding cells in that area.

The questionnaire which was used for the 2000 in-loco inspection did not specify the number of people who had escaped from police holding cells. It also neglected to ask on what grounds people had been held at police stations. The Department might wish to remedy these omissions when conducting future research.

Condition	# of stations	% of stations
Very clean	32	24%
Clean	51	38%
Tidy	29	22%
Dirty	6	5%
N/A	16	12%
Total	134	100%

Table 35: Condition of police cells

The large majority (84%) of cells in the Western Cape were described as very clean, clean or tidy. The most common state of holding cells was that they were clean (38%). However, 5% of all inspected holding cells in the Western Cape were found to be dirty by the inspectors. Twelve percent of police stations in the Western Cape had no holding cells or were not using them.

	Area							
	Boland		East Metropole		Southern Cape		West Metropole	
Condition	%	Count	%	Count	%	Count	%	Count
Very clean	20%	12	26%	6	39%	9	19%	5
Clean	41%	25	26%	6	44%	10	37%	10
Tidy	23%	14	30%	7	9%	2	22%	6
Dirty	7%	4)	9%	2	0	0	0	0
N/A	10%	6	9%	2	9%	2	22%	6
Total	100%	61	100%	23	100%	23	100%	27

Table 36: Condition of holding cells, per area

Boland and the East Metropole areas were the only two areas where police stations were found to have dirty holding cells. In Boland, dirty holding cells represented 7% of all police stations, while in the East Metropole 9% of all police stations had dirty holding cells. The Southern Cape had the greatest proportion of clean or very clean holding cells.

The Department might wish to monitor the condition of holding cells when conducting future research to track improvements or deterioration at particular stations.

SECTION 2: ANALYSIS OF THE 4 AREAS

1. The Boland Area

General Information

Number of stations

In Boland, 61 police stations were visited between the 4th August and the 21st December. A list of all the police stations visited appears in Appendix A.

Length of visit

Interviews in Boland lasted an average of 59 minutes. The shortest interview lasted just a quarter of an hour (15 minutes, Darling), while the longest interview took over two and a half hours to complete (150 minutes, Graafwater).

Community Service Centre

Display of department posters

Inspectors were asked to indicate if a Department poster was displayed in the police station. Forty-four stations in the Boland area had at least one Department poster on display, but 17 stations (see list) had no poster visible.

Station name
Doringbaai, Fransch Hoek, Gansbaai, Groot Drakenstein, Klawer, Laaiplek, Lutzville, Mc Gregor, Montagu, Porterville, Riebeeck-Kasteel, Robertson, St Helena Bay, Stellenbosch, Swellendam, Vanrhynsdorp, Vredendal

Table 37: List of stations who did not display a Department poster

Wearing of name tags

Virtually all interviewed respondents in the community service centres in the Boland area wore identifying name tags. The only interviewee not wearing a name tag was found at Niewerust station.

Number of clients

Police stations in the Boland area had one client on average while these stations were inspected. Thirty-three stations had no clients while the inspection took place.

Number of clients	# of stations	Station name
0	33	Bonnievale, Bredasdorp, Darling, Elandsbaai, Fransch Hoek, Gansbaai, Genadendal, Graafwater, Grabouw, Groot Drakenstein, Hopefield, Kleinmond, Laaiplek, Lamberts Bay, Langebaan, Malmesbury, Mc Gregor, Moorreesburg, Napier, Niewerust, Paarl, Philadelphia, Riviersonderend, Saldanha, Saron, St Helena Bay, Suurbraak, Touws River, Tulbagh, Vanrhynsdorp, Villiersdorp, Vredenburg, Wolseley
1	11	Ceres, De Doorns (Hexvallei), Klawer, Lutzville, Porterville, Prince Alfred Hamlet, Rawsonville, Robertson, Stanford, Struisbaai, Wellington
2	4	Caledon, Riebeeck-Kasteel, Swellendam, Worcester
3	4	Clan William, Eendekuil, Piketberg, Vredendal
4	2	Barrydale, Cloetesville
5	2	Montagu, Stellenbosch
6	4	Ashton, Doringbaai, Hermanus, Paarl East
8	1	Citrusdal

Table 38: Number of clients in community service centre

Appearance

Condition	# of stations
Very clean	12
Clean	41
Tidy	7
Dirty	1
Total	61

Table 39: Appearance of community service centres

Inspectors indicated that the majority of police stations visited in the Boland area were either very clean or clean. Seven police stations were considered to be tidy by inspectors. However, Porterville police station was perceived to be dirty.

Attendance

Number of officers	# of stations
1	51
2	7
3	2
5	1

Table 40: Number of officers supposed to attend to complaints in CSC

On average, 1 police officer was supposed to attend complaints in the community service centres in the Boland area. At 51 stations, only one officer was supposed to be in attendance for public complaints. At Worcester station, 5 officers were supposed to be available to the public.

Administration and Resources

Number of staff

Police stations in the Boland area had an average of 28 police staff. On average, police stations in the area had almost four times as much uniformed staff (22 officers on average) at the station as they had detectives (6 officers on average).

The number of uniformed staff at police stations ranged from 4 (Elandsbaai) to 100 (Worcester). The number of detectives ranged from 0 (see list) to 34 (Worcester). Worcester police station had the greatest number of police staff with 134 people, while Elandsbaai was the smallest station in the Boland area with 5 police employees.

Station name
Doringbaai
Eendekuil
Mc Gregor
Napier
Paarl
St Helena Bay
Stanford
Struisbaai
Suurbraak

Table 41: List of police stations with no detectives

Population size served

On average, police stations in the Boland area served a population of 25,507 people (median=12,452) each. However, populations served by the individual police stations varied considerably from 1,400 (Langebaan) to 170,000 (Worcester) people.

Population:police staff ratios ranged from 45 people per police officer in Vredendal to 3,171 people per police officer in Malmesbury. Elandsbaai, the station with the smallest staff in the Boland area, had a population:police staff ratio of 1,240 people per police officer, while Worcester, the station with the most police staff, only had a slightly higher ratio of 1,269 people per officer.

Sick rates

The average number of police officers that had been off sick during the previous month was 6 (median=3). The number of sick officers ranged from 1 at 10 police stations to 39 Worcester.

Sick staff	# of stations
None	10
1 to 5	36
6 to 10	5
11 to 20	5
21 to 30	4
More than 30	1

Table 42: Number of sick police staff in previous month

Numbers of sick staff were relatively low in the Boland area in relation to staff sizes at the stations. Ten police stations in the Boland area had no police officer off sick during the month preceding the inspection (see list).

Station name
Doringbaai
Eendekuil
Elandsbaai
Genadendal
Graafwater
Hopefield
Klawer
Laaiplek
Porterville
St Helena Bay

Table 43: List of stations without sick police officers

Number of vehicles

On average, police stations in the Boland area had a total of 13 cars available. The majority of these cars was generally allocated to uniformed officers (10 cars on average) and significantly fewer vehicles were available to detectives (2 cars on average). There was one car on average for admin use at the police stations in the area.

No uniform cars	No detective cars	No admin cars
Villiersdorp	Doringbaai, Eendekuil, Mc Gregor, Napier, Paarl, St Helena Bay, Stanford, Struisbaai, Suurbraak	Ashton, Barrydale, Bonnievale, Bredasdorp, Caledon, Citrusdal, Clan William, Cloetesville, Darling, De Doorns (Hexvallei), Doringbaai, Eendekuil, Elandsbaai, Fransch Hoek, Genadendal, Graafwater, Groot Drakenstein, Hermanus, Hopefield, Klawer, Lamberts Bay, Malmesbury, Mc Gregor, Montagu, Moorreesburg, Napier, Niewerust, Paarl, Paarl East, Philadelphia, Piketberg, Porterville, Prince Alfred Hamlet, Rawsonville, Riebeeck-Kasteel, Riviersonderend, Robertson, Saldanha, Saron, St Helena Bay, Stanford, Struisbaai, Suurbraak, Swellendam, Tulbagh, Vredenburg, Wellington, Wolseley

Table 44: List of stations without cars for certain staff

The number of all available vehicles ranged from 2 in Graafwater, Philadelphia, Saron and Suurbraak to 420 in Stellenbosch. Villiersdorp had no vehicles for the use of uniformed staff, while Stellenbosch had 412. Nine stations (see list) had no vehicles for detectives at the station, while Worcester police station had 13 cars for the use of detectives at the station. Forty-eight (see list) police stations in the Boland area had no vehicles available for the use of their admin staff, but Villiersdorp and Worcester stations each had 2 vehicles for their admin staff.

Number of vehicles	# of stations	Station name
Up to 5 vehicles	37	Ashton, Barrydale, Bonnievale, Citrusdal, Clan William, Darling, Doringbaai, Eendekuil, Elandsbaai, Fransch Hoek, Gansbaai, Genadendal, Graafwater, Groot Drakenstein, Hopefield, Laaiplek, Lamberts Bay, Langebaan, Lutzville, Mc Gregor, Moorreesburg, Napier, Niewerust, Paarl, Philadelphia, Porterville, Rawsonville, Riebeeck-Kasteel, Riviersonderend, Saron, St Helena Bay, Stanford, Struisbaai, Suurbraak, Touws River, Tulbagh, Vanrhynsdorp
6 to 10 vehicles	17	Bredasdorp, Ceres, Cloetesville, De Doorns (Hexvallei), Grabouw, Klawer, Kleinmond, Malmesbury, Montagu, Piketberg, Prince Alfred Hamlet, Robertson, Saldanha, Swellendam, Villiersdorp, Vredenburg, Wolseley
11 to 20 vehicles	5	Caledon, Hermanus, Paarl East, Vredendal, Wellington
21 to 30 vehicles	1	Worcester
Over 30 vehicles	1	Stellenbosch

Table 45: Number of vehicles at station

Case load

The average number of cases reported at police stations in the Boland area in the previous month was 218 (median=149), ranging from 14 cases in Suurbraak to 1,264 cases in Worcester. Police stations in the Boland area were also asked to investigate 289 complaints (median=147) on average in the previous month, ranging from nil in Piketberg and Vredenburg to 3,000 in Stellenbosch. The average number of dockets investigated per month was 295 (median=158), ranging from nil at the Napier police station to 2,147 in Worcester.

The average number of investigating officers at police stations in the Boland area was 5. Elandsbaai, St Helena Bay and Suurbraak only had 1 investigating officer respectively, while the Worcester police station was staffed with 24 investigating officers. Doringbaai, Napier, Paarl, Stellenbosch and Struisbaai police stations had no investigating officers. Investigating officers in the Boland area handled an average of 53 dockets each. Case load was greatest in Hermanus and Cloetesville, where investigating officers had to handle 180 dockets each.

Community Policing

There was only 1 police station in the Boland area that had Community Policing Officers available, which was Stellenbosch. Stellenbosch not only had 20 Community Policing Officers, but also the greatest number of police staff in general in Boland.

Fifty-four police stations in the Boland area indicated that the Community Police Forum (CPF) in their area was functional, while seven stations (see list) stated that the CPF in their area was not functional. The main reason for non-functional CPFs, which was given at the Elandsbaai, Groot Drakenstein and Niewerust stations, was that there was a lack of interest in the community. The Elandsbaai station commissioner stated that the local CPF was struggling to re-launch, while the Niewerust station commissioner mentioned that there was another CPF nearby in Bitterfontein. In Philadelphia, communication problems had created conflict, while the CPF in Kleinmond was inactive. The station commissioner at Hermanus police station stated that the CPF was not functional because of politically related problems. The inspector who visited Gansbaai station did not indicate why the CPF there was considered not to be functional.

Station name
Elandsbaai
Gansbaai
Groot Drakenstein
Hermanus
Kleinmond
Niewerust
Philadelphia

Table 46: List of stations without functional CPF

The majority of stations enjoyed a very good or good relationship with their local CPF.

Relationship	# of stations
Very good	26
Good	25
Okay	6
Not good	3
Bad	1

Table 47: Relationship between police and CPF in Boland area

The station commissioners at the Bonnievale, De Doorns (Hexvallei), Groot Drakenstein, Philadelphia, Porterville and Villiersdorp police stations all described their relationship with the local CPF more cautiously as okay. At the Elandsbaai, Gansbaai and Hermanus stations, relations with the CPF were considered to be not good. The station commissioner at the Kleinmond station was the only one to describe the relationship as outright bad. It is obvious from the data that police stations who considered their local CPF to be not functional had significantly worse relations with those CPFs.

Trauma Facilities

Incidence of rape and abuse cases

In the Boland area, an average of 2 rape cases had been reported in the previous month, and an average of 1 case of domestic violence. Twenty-three police stations (see list) had recorded no cases of rape in the previous month and 45 stations (see list) had recorded no cases of domestic violence.

No rape cases reported	No domestic violence cases reported
Bonnievale, Darling, Doringbaai, Elandsbaai, Fransch Hoek, Gansbaai, Graafwater, Kleinmond, Lamberts Bay, Langebaan, Malmesbury, Niewerust, Paarl, Philadelphia, Piketberg, Riebeeck-Kasteel, Riviersonderend, Saron, Stanford, Suurbraak, Vanrhynsdorp, Vredenburg, Wellington	Barrydale, Bonnievale, Bredasdorp, Caledon, Ceres, Cloetesville, Darling, De Doorns (Hexvallei), Doringbaai, Elandsbaai, Fransch Hoek, Gansbaai, Genadendal, Graafwater, Grabouw, Groot Drakenstein, Hermanus, Hopefield, Klawer, Kleinmond, Laaiplek, Lamberts Bay, Langebaan, Lutzville, Malmesbury, Mc Gregor, Moorreesburg, Niewerust, Philadelphia, Piketberg, Porterville, Prince Alfred Hamlet, Riebeeck-Kasteel, Riviersonderend, Robertson, Saron, St Helena Bay, Stanford, Stellenbosch, Struisbaai, Swellendam, Tulbagh, Vanrhynsdorp, Vredendal, Worcester, Villiersdorp

Table 48: List of names of stations with no rape or domestic violence cases

The police stations with the highest numbers of reported rape cases in the month preceding the inspections were Robertson (33 reported rapes), Worcester (12 reported rapes) and Ashton (9 reported rapes). Ashton had also recorded 23 cases of domestic violence during the previous month, while Napier station had recorded 9 cases of domestic violence and Vredenburg 8 cases.

Trauma facility

About half of the police stations in the Boland area indicated that they had special facilities to conduct interviews with rape victims and abused women. Twenty-nine police stations in the Boland area (see list) did not have such facilities. The inspector who visited Barrydale police station did not indicate whether or not a trauma facility was available there.

Station name
Bredasdorp, Clan William, Eendekuil , Elandsbaai, Fransch Hoek, Groot Drakenstein, Hopefield, Laaiplek, Lamberts Bay, Lutzville, Niewerust, Paarl East , Philadelphia, Porterville, Prince Alfred Hamlet, Riebeeck-Kasteel, Riviersonderend, Robertson , Saldanha , Saron, Stanford, Stellenbosch, Struisbaai, Suurbraak , Touws River, Tulbagh , Vanrhynsdorp, Wellington , Wolseley

Table 49: List of police stations without trauma facilities

Robertson recorded the greatest number of rape cases in the Boland area, yet it had no trauma facility to deal with the victims of such incidents. Paarl East (6 rape and 3

domestic violence cases), Eendekuil (4 rape and 3 domestic violence cases), Tulbag (5 rape cases), Suurbraak (5 domestic violence cases), Saldanha (4 domestic violence cases) and Wellington (3 domestic violence cases) also reported significant numbers of rape and domestic violence cases, but none of these stations had special facilities to interview victims of such crimes. It therefore appears that at least half of the police stations in the Boland area were ill equipped to deal with the victims of either rape or domestic violence, and that at some of these stations the need for trauma facilities would be relatively high.

Condition	# of stations
Clean	26
Not inspected	2

Table 50: Condition of trauma facility

All inspected trauma facilities were considered to be clean by the Department inspectors. However, the trauma facilities at Klawer and Malmesbury were not inspected. The trauma facilities at De Doorns, Gansbaai and Paarl were in the process of being renovated or refurbished.

Where applicable, inspectors also rated the condition of furnishings in the trauma facility.

If applicable, describe condition of...	# of stations		
	Clean	Dirty	N/A
...the table	23	1	5
...the chairs	18	1	10
...the sofa	11	7	11
...the toys	16	2	10
...the carpet	13	5	11
...the bed	11	5	13
...other furniture	5	7	16

Table 51: Condition of trauma facility furnishings

The inspected trauma facilities in the Boland area were most likely to contain a table, chairs, a sofa and toys. However, many of the furnishings in the trauma facilities, especially sofas, carpets and beds, were considered dirty by inspectors. At St Helena Bay station, all furnishings were considered dirty, while at Swellendam all furniture in the trauma facility except the table and chair were dirty. Rawsonville station had a dirty bed, sofa, carpet and other furnishings. Vredendal, Picketberg, Worcester and Villiersdorp all had dirty sofas and other dirty furnishings. Picketberg and Worcester

also had dirty carpets, and Vredenburg and Vredendal had dirty beds in their trauma facilities.

Trauma staff

The majority of police stations in the Boland area had trained personnel available to deal with cases of rape and domestic abuse. However, 16 stations (see list) had no specially trained personnel for sensitive cases. The inspector at the Philadelphia police station did not indicate whether or not trained trauma staff was available at this station.

Station name
De Doorns (Hexvallei)
Doringbaai
Elandsbaai
Fransch Hoek
Gansbaai
Groot Drakenstein
Hopefield
Kleinmond
Laaiplek
Lutzville
Niewerust
Piketberg
Porterville
Riebeeck-Kasteel
Saron
Wellington

Table 52: List of police stations without trained trauma personnel

Almost all police stations in the area stated that a female officer was on duty or standby to deal with cases of rape and domestic violence, but 9 stations (see list) stated that there was no female police officer available to deal with victims of rape and domestic abuse. The inspector at the Philadelphia station did again not indicate whether or not a female police officer was available for sensitive situations.

Station name
Gansbaai
Groot Drakenstein
Hopefield
Lutzville
Piketberg
Porterville
Riebeeck-Kasteel
Saron
Struisbaai

Table 53: List of stations without available female police officers

Gansbaai, Groot Drakenstein, Hopefield, Lutzville, Piketberg, Porterville, Riebeeck-Kasteel and Saron police stations had neither trained staff to deal with victims of rape and domestic abuse nor female officers.

Trauma facilities in the Boland area had an average of 3 volunteers at their stations, but 17 stations (see list) had no volunteers at all. Swellendam station had 14 volunteers, Ashton 12 and Doringbaai and Villiersdorp had 10 volunteers each at their trauma facilities.

Station name
Caledon
Cloetesville
De Doorns (Hexvallei)
Eendekuil
Elandsbaai
Fransch Hoek
Gansbaai
Graafwater
Hermanus
Langebaan
Malmesbury
Montagu
Napier
Paarl
Philadelphia
Piketberg
Vredenburg

Table 54: List of stations without volunteers at trauma facility

Storage Facilities

Secure	# of stations
Yes	46
No	5
N/A	10

Table 55: Is the store room secure?

The majority of police stations in the Boland area claimed that the rooms used for storing police evidence were secure. However, station commissioners at Barrydale, Mc Gregor, St Helena Bay, Vanrhynsdorp and Worcester police stations considered their storage facilities to be inadequate in terms of safety. None of the stations in the Boland area reported any theft from their store rooms in 3 months prior to the inspections.

Condition	# of stations
Organised	29
Tidy	14
Untidy	1

Table 56: Condition of store room

The majority of police store rooms in the Boland area were described as organised or tidy by the inspectors. However, the inspector who visited the Langebaan police station described the police store room as untidy.

Holding Cells

De Doorns was the only police station in the Boland area which did not have holding cells or which did not use them.

The average number of people held in police station cells in the Boland area at the time of the inspections was 2. Twenty-seven police stations held no suspects at the time of the inspections, while Klawer held 10 suspects Vredenburg 8 and Citrusdal, Cloetessville and Darling 7 suspects each. Worcester and Klawer both held 3 underage suspects in their cells at the time of the inspections, Vredendal station held 2 and Langebaan had 1 underage suspect in custody.

Condition	# of stations
Very clean	12
Clean	25
Tidy	14
Dirty	4

Table 57: Condition of cells

The majority of lock up facilities in the Boland area were described as either clean, very clean, or at least tidy. However, 4 stations (see list) were considered to be dirty by inspectors.

Station name
Grabouw
Langebaan
Piketberg
Tulbagh

Table 58: List of stations with dirty holding cells

Eight police stations (see list) in the Boland area reported that suspects had escaped from their custody within the last 3 months.

Station name
Ceres
Graafwater
Laaiplek
Langebaan
Malmesbury
Paarl East
Riebeeck-Kasteel
Vredenburg

Table 59: List of stations with escapes from their holding cells

2. The East Metropole Area

General Information

Number of stations

In the East Metropole area, 23 police stations were visited between the 28th June and the 17th October. A list of all the police stations visited appears in Appendix A.

Length of visit

Interviews in the East Metropole area lasted an average of 95 minutes. The shortest interview lasted just over half an hour (35 minutes, Goodwood), while the longest interview took almost three hours to complete (170 minutes, Kuils River).

Community Service Centre

Display of department posters

Inspectors were asked to indicate if a Department poster was displayed in the police station. The majority of stations in the East Metropole area had at least one Department poster on display, while only 5 stations had no poster visible (see list).

Station name
Bellville
Bishop Lavis
Bothasig
Elsies River
Milnerton

Table 60: List of stations without poster

Wearing of name tags

Virtually all interviewed respondents in the community service centres in the East Metropole area wore identifying name tags. Only 1 officer at Khayelitsha station did not.

Number of clients

Police stations in the East Metropole area had an average of 4 clients while these stations were inspected. Four stations had no clients while the inspection took place, while 2 stations (Bellville and Kraaifontein) had 15 clients each.

Number of clients	# of stations	Station name
0	4	Bothasig, Cape Town Inter Airport, Gordons Bay, Melkbosstrand
1	3	Atlantis, Delft, Durbanville
2	3	Bellville-South, Parow, Somerset-West
4	6	Brackenfell, Goodwood, Kuils River, Macassar, Milnerton, Table View
5	2	Bishop Lavis, Khayelitsha
6	3	Elsies River, Ravensmead, Strand
15	2	Bellville, Kraaifontein

Table 61: Number of clients in community service centre

Appearance

The condition of community service centres in the East Metropole area appeared to be very satisfactory, since 16 of them were described as very clean and 7 as clean. None of the visited stations were perceived to be dirty by the Department's inspectors.

Attendance

Number of officers	# of stations
1	6
2	7
3	9
6	1
Total	23

Table 62: Number of officers supposed to attend to complaints in CSC

On average, 2 police officers were supposed to attend to complaints in the community service centres in the East Metropole area. In 6 stations only one officer was supposed to be in attendance, while in one station (Bellville) 6 officers were supposed to attend to the complaints of the public.

Administration and Resources

Number of staff

Police stations in the East Metropole area had an average of 77 police staff. On average, police stations in the area had more than 3 times as many uniformed staff (60 officers on average) at the station as they had detectives (17 officers on average).

The number of uniformed staff at police stations ranged from 16 (Bothasig) to 223 (Khayelitsha). The number of detectives ranged from 2 (Cape Town International

Airport) to 55 (Khayelitsha). Khayelitsha police station had the greatest number of police staff with 278 people, while Bothasig was the smallest station in the East Metropole area with 19 police employees.

Population size served

On average, police stations in the East Metropole area served a population of 106,721 people. However, populations served by the individual police stations varied considerably from 1,800 (Gordons Bay) to 420,000 (Kuil's River) people, and the median (67,000 people) for population sizes served by police stations in the East Metropole area was considerably lower than the average.

Population:police staff ratios ranged from 60 people per police officer in Gordons Bay to 3889 people per police officer in Kuil's River. Khayelitsha, the police station with the greatest number of staff, had a ratio of 1,439 people per police officer, while Bothasig, the station with the smallest staff in the East Metropole area, had a population:police staff ratio of 1,053 people per police officer.

Sick rates

The average number of police officers that had been off sick during the previous month was 27 (median=21). The number of sick officers ranged from 1 (Bothasig and Brackenfell) to 110 (Khayelitsha). All police stations in the East Metropole area had at least one police officer off sick during the month preceding the inspection.

Sick staff	# of stations
1 to 5	6
6 to 10	4
11 to 20	1
21 to 30	4
More than 30	8
Total	23

Table 63: Number of sick police staff in previous month

The relatively high number of sick staff might be an indication that absenteeism is a problem at some police stations in the East Metropole area. However, the majority of the 8 police stations who had more than 30 sick police officers in the last month also had high numbers of staff. In Kuil's River (70 sick officers), Bishop Lavis (60 sick officers), Elsies River (51 sick officers), Bellville (38 sick officers) and Kraaifontein (31 sick officers) sick staff represented no more than 4% or 5% of the entire police staff. While Khayelitsha police station had the greatest number of sick officers (110 sick officers), they only represented 2% of the entire station staff.

In Delft (48 sick officers) and the Strand (44 sick officers), however, the number of police officers who had been off sick in the previous month represented 6% and 7% of the station force respectively.

Number of vehicles

On average, police stations in the East Metropole area had a total of 20 cars available. The majority of these cars was generally available to uniformed officers, followed by detectives. There was one car on average for admin use at the police stations.

The number of all available vehicles ranged from 2 at the Cape Town International Airport station to 58 in Khayelitsha. The police station at Cape Town International Airport stated that it had no cars available for the use of uniformed police officers, while in Khayelitsha there were 38 vehicles for the use of uniformed staff. Cape Town International Airport also claimed that it had no vehicles for detectives at the station, as did Bothasig. Khayelitsha and Elsies River, on the other hand, each had 20 cars for the use of detectives at the station. Nine police stations in the East Metropole area had no vehicles available for the use of their admin staff, but Bellville and Kraaifontein each had 5 vehicles for their admin staff. The police station at Cape Town International Airport had 2 vehicles available for admin, but no cars for uniformed officers and detectives.

Number of vehicles	# of stations	Station name
Up to 5 vehicles	4	Bothasig, Brackenfell, Cape Town Inter Airport, Melkbosstrand
6 to 10 vehicles	4	Durbanville, Goodwood, Gordons Bay, Macassar
11 to 20 vehicles	5	Milnerton, Parow, Somerset-West, Strand, Table View
21 to 30 vehicles	6	Atlantis, Bellville-South, Bishop Lavis, Elsies River, Kraaifontein, Ravensmead
Over 30 vehicles	4	Bellville, Delft, Khayelitsha, Kuils River

Table 64: Number of vehicles at station

Case load

The average number of cases reported at police stations in the East Metropole area in the previous month was 587, ranging from 46 cases in Melkbosstrand to 3,000 cases in Kuils River. Police stations had also received an average of 1,046 requests to investigate complaints (median=600), ranging from 3 requests in Macassar to 4,200 in Bishop Lavis. The average number of dockets investigated per month was 758

(median=495), ranging from 90 at the Cape Town International Airport police station to 2,522 in Delft.

The average number of investigating officers at police stations in the East Metropole area was 14. The police station at the Cape Town International Airport had the smallest number of investigating officers with only 2, while Kuils River police station was staffed with 33 investigating officers. Each investigating officer had an average of 83 dockets to handle (median=58), but officers in Bishop Lavis only had to investigate 30 dockets per person, while each officer in the Strand had a case load of 343 dockets to investigate.

The case load figures for the East Metropole area indicate that some police stations might be understaffed.

Community Policing

Police stations in the East Metropole area had an average of 4 Community Policing Officers available. However, 10 stations (Bellville-South, Bothasig, Brackenfell, Cape Town Inter Airport, Durbanville, Elsies River, Goodwood, Melkbosstrand, Ravensmead and Table View) had no Community Policing Officers at all, while Parow police station had 26 Community Policing Officers at its disposal.

Almost all police stations in the East Metropole area indicated that the Community Police Forum (CPF) in their area was functional, and that the police station enjoyed a good or very good relationship with the CPF. The only police stations who reported that the CPFs in their areas were not functional were Atlantis (because of political infighting) and Milnerton (because of lack of interest and drive in the community). The question was not applicable to the police station at Cape Town International Airport.

Relationship	# of stations
Very good	11
Good	8
Okay	1
Bad	1
Total	21

Table 65: Relationship between police and CPF

The large majority of police stations in the East Metropole area enjoyed a very good or at least good relationship with their local CPF. Only Macassar police station described its relationship more cautiously as okay, while Atlantis police station said

the relationship was bad. The station commissioner at the Atlantis police station had previously mentioned that he did not consider the local CPF to be functional because of political differences.

Trauma Facilities

Incidence of rape and abuse cases

In the East Metropole area, an average of 8 (median=2) rape cases had been reported in the previous month, and an average of 4 cases of domestic violence. Seven police stations (Bellville, Bishop Lavis, Bothasig, Delft, Elsies River, Gordons Bay, Melkbosstrand) had recorded no cases of rape in the previous month and 14 stations (Atlantis, Bellville, Bellville-South, Bishop Lavis, Bothasig, Brackenfell, Delft, Durbanville, Elsies River, Goodwood, Khayelitsha, Kraaifontein, Kuils River, Parow, Ravensmead, Table View) had recorded no cases of domestic violence.

The police stations with the highest numbers of reported rape cases were Kuils River (52 rape cases) and Khayelitsha (22 rape cases), while the Strand was the police station with the highest number of domestic violence cases (52 domestic violence cases). Milnerton reported a total of 120 rape and domestic violence cases in the previous month.

Trauma facility

Eleven police stations (Bellville-South, Brackenfell, Gordons Bay, Khayelitsha, Kraaifontein, Kuils River, Macassar, Milnerton, Ravensmead, Somerset-West and the Strand) in the East Metropole area indicated that they had special facilities to conduct interviews with rape victims and abused women, while 10 stations (Atlantis, Bellville, Bishop Lavis, Bothasig, Delft, Durbanville, Elsies River, Goodwood, Melkbosstrand and Parow) stated that there were no special trauma facilities currently available.

The data indicates that those police stations who recorded a greater number of rape and domestic violence cases were also more likely to have special trauma facilities to interview such victims. However, appropriate steps should be taken to provide all police stations with trauma facilities.

Condition	# of stations
Clean	10
Not inspected	1
Total	11

Table 66: Condition of trauma facility

All inspected trauma facilities in the East Metropole area were considered to be clean by the Department's inspectors. The trauma facility in Kuils River was not inspected.

Where applicable, inspectors also rated the condition of furnishings in the trauma facility.

If applicable, describe condition of...	# of stations	
	Clean	N/A
...the table	9	1
...the sofa	8	2
...the toys	8	2
...the carpet	7	3
...the chairs	6	4
...the bed	3	7
...other furniture	1	9

Table 67: Condition of trauma facility furnishings

The furnishings most likely to be found in trauma facilities in the East Metropole area were a table, sofa, toys and carpet. Only 3 trauma facilities had a bed available. All the furnishings which were available in the trauma facilities were described as clean by the inspectors.

Trauma staff

Only 18 of the 23 inspected police stations in the East Metropole area said that they had trained personnel available to deal with cases of rape and domestic abuse. Police stations in Atlantis, Bellville-South, Bishop Lavis, Bothasig and Khayelitsha stated that there was no specially trained personnel to deal with sensitive cases. The absence of trained trauma staff is a particular concern in Khayelitsha, since this station reported a relatively high number of rape cases.

All police stations in the area stated that a female officer was on duty or standby to deal with cases of rape and domestic violence.

Volunteers who worked at the trauma facilities ranged from 2 in Ravensmead and Table View to 30 in Somerset-West, with an average of 8 volunteers per station in the East Metropole area. At 3 stations (Brackenfell, Gordons Bay and Macassar) the number of volunteers who worked at the trauma facility was not specified.

Storage Facilities

Secure	# of stations
Yes	17
No	3
N/A	3
Total	23

Table 68: Is the store room secure?

The majority of police stations in the East Metropole area claimed that the rooms used for storing police evidence were secure. However, the station commissioners at Durbanville, Khayelitsha and Table View all considered store room security levels to be inadequate, while at Atlantis, Bothasig and Delft there were no special rooms for the storage of police evidence. However, none of the police stations reported the theft of police evidence within the last three months.

Condition	# of stations
Tidy	7
Organised	12
Disorganised	1
Total	20

Table 69: Condition of store room

The majority of store rooms in the East Metropole area was described as organised, but only 7 were considered to be tidy by the inspectors. The store room in Elsies River was described as disorganised. The store rooms at Khayelitsha and Table View were both rated to be organised, and the store room at Durbanville as tidy.

Holding Cells

Cape Town International Airport and Bothasig police stations were the only stations in the East Metropole area who had no cell facilities or did not use them.

The average number of people held in police station cells in the East Metropole area at the time of the inspections was 2. Seven police stations (Atlantis, Goodwood, Gordons Bay, Melkbosstrand, Milnerton, Parow and the Strand) held no suspects at the time of the inspections, while Kuils River held 6 and Khayelitsha station 7 suspects. Khayelitsha was the only police station holding an underage suspect in custody at the time of the inspections.

Condition	# of stations
Very clean	6
Clean	6
Tidy	7
Dirty	2

Table 70: Condition of cells

The majority of lock up facilities in the East Metropole area were described as either clean or very clean, with 7 facilities rated as tidy by the Department's inspectors. However, lock up facilities in Brackenfell and Parow were considered to be dirty by the inspectors.

None of the police stations in the East Metropole area reported that a suspect had escaped from custody within the last 3 months.

3. The Southern Cape Area

General Information

Number of stations

In the Southern Cape area, 24 police stations were visited between the 19th September and the 18th November. A list of all the police stations visited appears in Appendix A.

Length of visits

Interviews in the Southern Cape lasted an average of 63 minutes. The shortest interview lasted just 20 minutes (Klaarstroom), while the longest interview took almost two and a half hours to complete (145 minutes, Thembaletu).

Community Service Centre

Display of department posters

Inspectors were asked to indicate if a Department poster was displayed in the police station. Twelve stations in the Southern Cape area had at least one Department poster on display, but 11 stations (see list) had no poster visible. The inspector at the Uniondale station did not indicate whether or not a poster was displayed.

Station name
Calitzdorp
Conville
Klaarstroom
Knysna
Laingsburg
Leeu-Gamka
Mossel Bay
Oudtshoorn
Pacaltsdorp
Riversdale
Thembaletu

Table 71: List of stations who did not display a Department poster

Wearing of name tags

All interviewed respondents in the community service centres in the Southern Cape area wore identifying name tags. The inspector at the Murraysburg station did not indicate if the respondent wore a name tag.

Number of clients

Police stations in the Southern Cape area had an average of 2 clients while these stations were inspected. Fourteen stations had no clients while the inspection took place, while Beaufort West had 9 clients during the inspection and Conville station had 10 clients.

Number of clients	# of stations	Station name
0	14	Calitzdorp, De Rust, Dysselsdorp, George, Groot Brakriver, Klaarstroom, Ladismith, Laingsburg, Mossel Bay, Pacaltsdorp, Plettenberg Bay, Prince Albert, Stilbaai, Thembalethu
1	1	Leeu-Gamka
2	1	Uniondale
3	3	Heidelberg, Oudtshoorn, Riversdale
5	2	Albertinia, Knysna
9	1	Beaufort West
10	1	Conville

Table 72: Number of clients in community service centre

Appearance

Inspectors indicated that the majority of police stations visited in the Southern Cape area met their standards, with 12 stations described as very clean and 11 stations as clean. Leeu-Gamka police station was considered to be tidy by inspectors. None of the visited stations were perceived to be dirty.

Attendance

Number of officers	# of stations
1	17
2	6
3	1

Table 73: Number of officers supposed to attend to complaints in CSC

On average, 1 police officer was supposed to attend to complaints in the community service centres in the Southern Cape area. In 17 stations, only one officer was

supposed to be in attendance, while in Knysna 3 officers were supposed to attend to the complaints of the public.

Administration and Resources

Number of staff

Police stations in the Southern Cape area had an average of 50 police staff (median =26). On average, police stations in the area had four times as much uniformed staff (41 officers on average) at the station as they had detectives (9 officers on average).

The number of uniformed staff at police stations ranged from 4 (Klaarstroom) to 203 (Oudtshoorn). The number of detectives ranged from 0 (see list) to 36 (Oudtshoorn). Oudtshoorn police station had the greatest number of police staff with 239 people, while Klaarstroom was the smallest station in the Southern Cape area with a staff of 4.

Station name
Albertinia
Calitzdorp
Klaarstroom
Leeu-Gamka
Murraysburg
Prince Albert
Stilbaai
Uniondale

Table 74: List of police stations with no detectives

Population size served

On average, police stations in the Southern Cape area served a population of 29,856 people. Populations served by the individual police stations varied considerably from 3,500 (Leeu-Gamka) to 80,000 (Thembaletu) people.

Population:police staff ratios ranged from 167 people per police officer in Oudtshoorn to 2,500 people per police officer in Thembaletu. Klaarstroom, the station with the smallest staff in the Southern Cape area, had a population:police staff ratio of 1,625 people per police officer.

Sick rates

The average number of police officers that had been off sick during the previous month was 7 (median=3). The number of sick officers ranged from 1 (Calitzdorp, Klaarstroom, Prince Albert, Riversdale, Uniondale) to 40 (Mossel Bay). 4 police

stations in the Southern Cape area had no police officer off sick during the month preceding the inspection (Heidelberg, Ladismith, Leeu-Gamka and Oudtshoorn).

Sick staff	# of stations
None	4
1 to 5	12
6 to 10	3
11 to 20	2
21 to 30	2
More than 30	1

Table 75: Number of sick police staff in previous month

Numbers of sick staff were relatively low in the Southern Cape area, however, levels of sick staff were relatively high in Beaufort West (N=21) in relation to the staff size.

Number of vehicles

On average, police stations in the Southern Cape area had a total of 9 cars available. Half of these cars (4 cars on average) were generally available to uniformed officers and the other half (4 cars on average) to detectives. There was one car on average for admin use at the police stations in the area.

No uniform cars	No detective cars	No admin cars
Conville, Dysselsdorp, Groot Brakriver, Ladismith, Oudtshoorn	Albertinia, Calitzdorp, De Rust, Heidelberg, Klaarstroom, Leeu-Gamka, Prince Albert, Stilbaai, Uniondale	Albertinia, Beaufort West, Calitzdorp, De Rust, George, Heidelberg, Klaarstroom, Laingsburg, Leeu-Gamka, Murraysburg, Oudtshoorn, Pacaltsdorp, Plettenberg Bay, Prince Albert, Riversdale, Stilbaai, Uniondale

Table 76: List of stations without cars for certain staff

The number of all available vehicles ranged from 2 in Klaarstroom to 27 in George and 28 in Mossel Bay. Five stations (see list) in the Southern Cape area had no vehicles for the use of uniformed staff, while George had 16. Nine stations (see list) had no vehicles for detectives at the station, while Mossel Bay police station had 13 cars for the use of detectives at the station. Seventeen (see list) police stations in the Southern Cape area had no vehicles available for the use of their admin staff, but Conville station had 9 vehicles for their admin staff.

Number of vehicles	# of stations	Station name
Up to 5 vehicles	11	Albertinia, Calitzdorp, De Rust, Klaarstroom, Laingsburg, Leeu-Gamka, Murraysburg, Prince Albert, Stilbaai, Thembaletu, Uniondale
6 to 10 vehicles	7	Dysselsdorp, Groot Brakriver, Heidelberg, Ladismith, Pacaltsdorp, Plettenberg Bay, Riversdale
11 to 20 vehicles	4	Beaufort West, Conville, Knysna, Oudtshoorn
21 to 30 vehicles	2	George, Mossel Bay

Table 77: Number of vehicles at station

Case load

The average number of cases reported at police stations in the Southern Cape area in the previous month was 555 (median=144), ranging from 5 cases in Klaarstroom to 1,200 cases in Oudtshoorn. The average number of dockets investigated per month was 563 (median=256), ranging from 17 at the Murraysburg police station to 2,448 in Oudtshoorn.

The average number of investigating officers at police stations in the Southern Cape area was 10. Laingsburg, Prince Albert and Stilbaai only had 2 investigating officers respectively, while the Oudtshoorn police station was staffed with 33 investigating officers. Leeu-Gamka and Murraysburg police stations had no investigating officers.

The data relating to the number of requests to investigate complaints in the Southern Cape area was not recorded. The data relating to the number of dockets handled by investigating officers was also not recorded in the Southern Cape area.

Community Policing

Police stations in the Southern Cape area had 1 Community Policing Officer available on average. Fifteen stations had no Community Policing Officers at all (see list), seven stations had 1 Community Policing Officer, while Beaufort West police station had 2 and Mossel Bay station 3 Community Policing Officers at their disposal.

Station name
Albertinia
Calitzdorp
Conville
De Rust
Dysselsdorp
Heidelberg
Ladismith
Laingsburg
Leeu-Gamka
Murraysburg
Pacaltsdorp
Prince Albert
Riversdale
Stilbaai
Uniondale

Table 78: List of police stations without Community Policing Officers

All police stations in the Southern Cape indicated that the Community Police Forum (CPF) in their area was functional, and that the police station enjoyed a good or very good relationship with the CPF.

Relationship	# of stations
Very good	12
Good	10
Okay	1

Table 79: Relationship between police and CPF in Southern Cape area

The large majority of police stations in the Southern Cape area enjoyed a very good or at least good relationship with their local CPF. Only the Prince Albert police station described its relationship with the local CPF more cautiously as okay. None of the police stations in the Southern Cape area stated that the relationship with the local CPF was bad. The inspector at the Thembalethu police station gave no indication of the relationship between police and CPF.

Trauma Facilities

Incidence of rape and abuse cases

In the Southern Cape area, an average of 2 rape cases had been reported in the previous month, and an average of 2 cases of domestic violence. Seven police stations

(see list) had recorded no cases of rape in the previous month and 18 stations (see list) had recorded no cases of domestic violence.

No rape cases reported	No domestic violence cases reported
Albertinia, Beaufort West, De Rust, George, Klaarstroom, Ladismith, Pacaltsdorp	Beaufort West, Conville, De Rust, George, Groot Brakriver, Heidelberg, Klaarstroom, Knysna, Ladismith, Leeu-Gamka, Mossel Bay, Murraysburg, Oudtshoorn, Pacaltsdorp, Plettenberg Bay, Prince Albert, Riversdale, Uniondale

Table 80: List of stations with no rape or domestic violence cases

The police station with the highest numbers of reported rape cases was Oudtshoorn (12 rape cases). Dysselsdorp and Stilbaai both recorded 2 cases of domestic violence in the previous month, while Albertinia station recorded 12 cases, Laingsburg 18 cases and Calitzdorp 20 cases of domestic violence during the previous month.

Trauma facility

Only 5 police stations in the Southern Cape area indicated that they had special facilities to conduct interviews with rape victims and abused women. Eighteen police stations in the Southern Cape (see list) did not have such facilities. The inspector who visited Thembaletu police station did not indicate whether or not a trauma facility was available.

Station name
Albertinia , Beaufort West, Calitzdorp , Dysselsdorp, Groot Brakriver, Heidelberg, Klaarstroom, Ladismith, Laingsburg , Leeu-Gamka, Mossel Bay, Murraysburg, Oudtshoorn , Pacaltsdorp, Plettenberg Bay, Prince Albert, Stilbaai, Uniondale

Table 81: List of police stations without trauma facilities

Oudtshoorn recorded the greatest number of rape cases in the Southern Cape area, yet it had no trauma facility to deal with the victims of such incidents. Cases of domestic violence were concentrated in Albertinia, Calitzdorp and Laingsburg, yet there were also no trauma facilities available at these police stations.

The only stations with trauma facilities in the Southern Cape were Conville, De Rust, George, Knysna and Riversdale police stations, but only Knysna (5 rape cases), Conville (4 rape cases) and Riversdale (2 rape cases) reported cases of rape in the previous month. It therefore appears that most police stations in the Southern Cape area are ill equipped to deal with the victims of either rape or domestic violence.

Condition	# of stations
Clean	3
Not inspected	1

Table 82: Condition of trauma facility

The trauma facilities at De Rust, George and Knysna were all considered to be clean, while the inspector at the Riversdale station did not inspect the trauma facility. The inspector who visited Conville station did not indicate the condition of the trauma room.

Where applicable, inspectors also rated the condition of furnishings in the trauma facility.

If applicable, describe condition of...	# of stations	
	Clean	Dirty
...the chairs	4	0
...the sofa	3	1
...the table	3	1
...the toys	3	1
...the carpet	2	2
...the bed	1	3
...other furniture	0	4

Table 83: Condition of trauma facility furnishings

All 4 inspected trauma facilities in the Southern Cape area had chairs, carpet, a sofa, a table, toys, a bed and other furniture. The condition of the trauma facility furnishings, however, was inadequate at De Rust police station, where the carpet, the sofa, the table and the toys were all found to be dirty. At the Conville trauma facility both the carpet and the bed were dirty, while both Knysna and George had dirty beds in the trauma room.

Trauma staff

Only 7 police stations in the Southern Cape area had trained personnel available to deal with cases of rape and domestic abuse (see list). Interviewees at the Conville, De Rust, Murraysburg, Stilbaai and Uniondale police stations stated that there was no specially trained personnel to deal with sensitive cases. Inspectors at the other 12 police stations did not indicate whether or not trained trauma staff was available at these stations.

Station name
George
Knysna
Leeu-Gamka
Oudtshoorn
Pacaltsdorp
Prince Albert
Riversdale

Table 84: List of police stations with trained trauma personnel

Eleven police stations (see list) in the area stated that a female officer was on duty or standby to deal with cases of rape and domestic violence, but Leeu-Gamka, Murraysburg and Stilbaai stations all stated that there was no female police officer available to deal with victims of rape and domestic abuse. Inspectors at the remaining 10 stations did not indicate whether or not a female police officer was available for sensitive situations.

Station name
Conville
De Rust
George
Knysna
Mossel Bay
Oudtshoorn
Pacaltsdorp
Plettenberg Bay
Prince Albert
Riversdale
Uniondale

Table 85: List of stations with available female police officers

Conville police station had 2 volunteers working at its trauma facility, while De Rust, George and Knysna each had 3 volunteers who worked at the trauma facility.

Storage Facilities

Secure	# of stations
Yes	18
No	1
N/A	4

Table 86: Is the store room secure?

The majority of police stations in the Southern Cape area claimed that the rooms used for storing police evidence were secure. The only station commissioner to consider store room security levels to be inadequate was at the Dysselsdorp police station. The inspectors who visited Conville, Ladismith, Mossel Bay, Thembaletu and Uniondale stations did not indicate whether or not there was a secure store room. None of the stations reported any theft from their store rooms in the last 3 months.

Condition	# of stations
Organised	9
Tidy	7
Disorganised	2

Table 87: Condition of store room

The majority of police store rooms in the Southern Cape area were either described as organised or tidy by the inspectors. Inspectors at the Beaufort West and Dysselsdorp police stations described the police store rooms as disorganised.

Holding Cells

The inspector at the Thembaletu station did not indicate whether or not suspects were held at that station.

The average number of people held in police station cells in the Southern Cape area at the time of the inspections was 2. Ten police stations (Conville, De Rust, Dysselsdorp, Heidelberg, Klaarstroom, Laingsburg, Plettenberg Bay, Prince Albert, Riversdale, Uniondale) held no suspects at the time of the inspections, while Oudtshoorn held 8 suspects. Albertinia station held 2 underage suspect in their cells at the time of the inspections.

Condition	# of stations
Very clean	9
Clean	10
Tidy	2

Table 88: Condition of cells

Ten holding cells in the Southern Cape area were described as either clean, while 9 were very clean. Two facilities (Heidelberg and Murraysburg) were rated as tidy by the Department's inspectors. None of the holding cells were considered to be dirty.

None of the police stations in the Southern Cape area reported that a suspect had escaped from their custody within the 3 months preceding the inspections.

4. The West Metropole Area

General Information

Number of stations

In the West Metropole area, 30 police stations were visited between the 21st August and 15th September. A list of the police stations visited appears in Appendix A.

Length of visit

Interviews in the West Metropole area lasted an average of 100 minutes. The shortest interview lasted just over half an hour (35 minutes, Fish Hoek), while the longest interview took over three hours to complete (193 minutes, Nyanga).

Community Service Centre

Display of department posters

Inspectors were asked to indicate if a Department poster was displayed in the police station. The majority of stations in the West Metropole area had at least one Department poster on display, but 12 stations (Athlone, Camps Bay, Cape Town Central, Diep River, Grassy Park, Guguletu, Houtbay, Maitland, Mowbray, Philippi-East, Rondebosch, Strandfontein) had no poster visible.

Wearing of name tags

Virtually all interviewed respondents in the community service centres in the West Metropole area wore identifying name tags. Only 2 officers in Grassy Park and Manenberg did not.

Number of clients

Police stations in the West Metropole area had an average of 3 (median=1) clients while these stations were inspected. Nine stations had no clients while the inspection took place, while Lansdowne had 10 clients during the inspection and Cape Town Central had 16 clients.

Number of clients	# of stations	Station name
0	9	Camps Bay, Guguletu, Kirstenhof, Langa, Rondebosch, Sea Point, Simonstown, Steenberg, Woodstock
1	8	Claremont, Diep River, Grassy Park, Muizenberg, Nyanga, Philippi, Philippi-East, Strandfontein
2	5	Fish Hoek, Kensington, Maitland, Pinelands, Wynberg
3	1	Mowbray
4	3	Athlone, Houtbay, Mitchells Plain
5	1	Ocean View
7	1	Manenberg
10	1	Lansdowne
16	1	Cape Town Central

Table 89: Number of clients in community service centre

Appearance

Inspectors indicated that 10 of the police stations visited in the West Metropole area were very clean and that 19 were clean. Simonstown police station was considered to be tidy by inspectors. None of the visited stations was perceived to be dirty.

Attendance

On average, 2 police officers were supposed to attend to complaints in the community service centres in the West Metropole area. In 7 stations, only one officer was supposed to be in attendance, while in one station (Mitchells Plain) 6 officers were supposed to attend to the complaints of the public.

Number of officers	# of stations
1	7
2	14
3	7
4	1
6	1
Total	30

Table 90: Number of officers supposed to attend to complaints in CSC

Administration and Resources

Number of staff

Police stations in the West Metropole area had an average of 67 police staff (median =48). On average, police stations in the area had three times as much uniformed staff (51 officers on average) at the station as they had detectives (17 officers on average).

The number of uniformed staff at police stations ranged from 19 (Camps Bay) to 154 (Mitchells Plain). The number of detectives ranged from 0 (Simonstown) to 63 (Mitchells Plain). Mitchells Plain police station had the greatest number of police staff with 217 people, while Simonstown was the smallest station in the West Metropole area with a staff of 23.

Population size served

On average, police stations in the West Metropole area served a population of 127,961 people. However, populations served by the individual police stations varied considerably from 9,000 (Camps Bay) to 900,000 (Mitchells Plain) people, and the median (72,500) for population sizes served by police stations in the West Metropole area was considerably lower than the average.

Population:police staff ratios ranged from 331 people per police officer in Maitland to 4,255 people per police officer in Philippi-East. Mitchells Plain, the police station with the greatest number of staff, had a ratio of 4,147 people per police officer, while Simonstown, the station with the smallest staff in the West Metropole area, had a population:police staff ratio of 696 people per police officer.

Sick rates

The average number of police officers that had been off sick during the previous month was 19. The number of sick officers ranged from 5 (Hout Bay and Strandfontein) to 64 (Cape Town Central). All police stations in the West Metropole area had at least one police officer off sick during the month preceding the inspection.

Sick staff	# of stations
1 to 5	2
6 to 10	9
11 to 20	10
21 to 30	4
More than 30	5
Total	23

Table 91: Number of sick police staff in previous month

The relatively high number of sick staff might be an indication that absenteeism is a problem at some police stations in the West Metropole area. However, the majority of the 5 police stations who had more than 30 sick police officers in the last month also had high numbers of staff. Athlone, Cape Town Central, Grassy Park, Guguletu and Nyanga police stations all had more than 30 officers off sick in the previous month, but only Athlone and Grassy Park had less than 100 police staff at the station.

Number of vehicles

On average, police stations in the West Metropole area had a total of 14 cars available. Half of these cars (7 cars on average) were generally available to uniformed officers and the other half (6 cars on average) to detectives. There was one car on average for admin use at the police stations in the area.

The number of all available vehicles ranged from 2 in Simonstown to 65 in Cape Town Central. Philippi and Simonstown both had 1 vehicle for the use of uniformed police officers, while in Cape Town Central there were 31 vehicles for the use of uniformed staff. Simonstown had no vehicle for detectives at the station, while Mitchells Plain police station had 23 cars for the use of detectives at the station. Fifteen police stations in the West Metropole area had no vehicles available for the use of their admin staff, but Cape Town Central had 12 vehicles for their admin staff.

Number of vehicles	# of stations	Station name
Up to 5 vehicles	4	Kensington, Pinelands, Simonstown, Strandfontein
6 to 10 vehicles	14	Camps Bay, Diep River, Fish Hoek, Grassy Park, Kirstenhof, Langa, Lansdowne, Maitland, Mowbray, Muizenberg, Ocean View, Philippi, Philippi-East, Rondebosch
11 to 20 vehicles	6	Athlone, Claremont, Houtbay, Steenberg, Woodstock, Wynberg
21 to 30 vehicles	2	Manenberg, Sea Point
Over 30 vehicles	4	Cape Town Central, Guguletu, Mitchells Plain, Nyanga

Table 92: Number of vehicles at station

Case load

The average number of cases reported at police stations in the West Metropole area in the previous month was 481 (median=379), ranging from 97 cases in Simonstown to 1,892 cases in Mitchells Plain. Police stations also received an average of 711 requests to investigate complaints (median=370), ranging from 70 requests in

Strandfontein to 5,000 in Mitchells Plain. The average number of dockets investigated per month was 1,377 (median=875), ranging from 182 at the Camps Bay police station to 7,000 in Mitchells Plain.

The average number of investigating officers at police stations in the West Metropole area was 15. The police station in Camps Bay had the smallest number of investigating officers with only 4, while the Mitchells Plain police station was staffed with 62 investigating officers. Each investigating officer had an average of 81 dockets to handle, but officers in Rondebosch only had to investigate 39 dockets per person, while each officer in Nyanga and Philippi-East had a case load of 128 dockets to investigate.

The case load figures for the West Metropole area indicate that some police stations might be understaffed.

Community Policing

Police stations in the West Metropole area had an average of 8 Community Policing Officers available. However, 6 stations (Diep River, Fish Hoek, Kensington, Lansdowne, Strandfontein, Woodstock) had no Community Policing Officers at all, while Cape Town Central police station had 54 Community Policing Officers at its disposal.

Almost all police stations in the West Metropole area indicated that the Community Police Forum (CPF) in their area was functional, and that the police station enjoyed a good or very good relationship with the CPF. The only police stations who reported that the CPFs in their areas was not functional were Mitchells Plain (because of internal conflict) and Kirstenhof (because of lack of interest and drive in the community). It appears that there was no CPF in existence in Mitchells Plain, but that the CPF in Kirstenhof was simply not considered to be functional by the station commissioner.

Relationship	# of stations
Very good	17
Good	8
Okay	4

Table 93: Relationship between police and CPF

The large majority of police stations in the West Metropole area enjoyed a very good (N=17) or at least good (N=8) relationship with their local CPF. Only the Langa, Philippi, Simonstown and Strandfontein police stations described their relationships

with the local CPF more cautiously as okay. None of the police stations said the relationship was bad.

Trauma Facilities

Incidence of rape and abuse cases

In the West Metropole area, an average of 2 rape cases had been reported in the month prior to the inspections, and an average of 3 cases of domestic violence. Fourteen police stations (Camps Bay, Claremont, Diep River, Guguletu, Houtbay, Kensington, Lansdowne, Nyanga, Philippi-East, Pinelands, Sea Point, Simonstown, Steenberg, Woodstock) had recorded no cases of rape in the previous month and 20 stations (Athlone, Cape Town Central, Claremont, Diep River, Fish Hoek, Grassy Park, Guguletu, Houtbay, Kirstenhof, Lansdowne, Nyanga, Ocean View, Philippi, Philippi-East, Rondebosch, Sea Point, Simonstown, Steenberg, Strandfontein, Woodstock) had recorded no cases of domestic violence.

The police stations with the highest numbers of reported rape cases were Manenberg (26 rape cases) and Strandfontein (10 rape cases), while Mowbray (21 domestic violence cases) and Mitchells Plain (20 domestic violence cases) were the police stations with the highest number of domestic violence cases.

Trauma facility

Twenty-three police stations in the West Metropole area indicated that they had special facilities to conduct interviews with rape victims and abused women. However, 7 of the inspected stations (Camps Bay, Rondebosch, Sea Point, Simonstown, Steenberg, Strandfontein, Woodstock) did not have such facilities.

The data indicates that those police stations who recorded a greater number of rape and domestic violence cases were also more likely to have special trauma facilities to interview such victims. However, appropriate steps should be taken to provide all police stations with trauma facilities.

Condition	# of stations
Clean	18
Dirty	1
Not inspected	4
Total	23

Table 94: Condition of trauma facility

The majority of inspected trauma facilities in the West Metropole area were considered to be clean by the Department's inspectors. However, the trauma room at

the Mitchells Plain police station was considered to be dirty by the inspector. The trauma facilities in Athlone, Fish Hoek, Guguletu and Philippi were not inspected.

Where applicable, inspectors also rated the condition of furnishings in the trauma facility.

If applicable, describe condition of...	# of stations		
	Clean	Dirty	N/A
...the chairs	19	0	0
...the carpet	17	1	1
...the sofa	16	1	2
...the table	16	0	3
...the toys	14	2	3
...the bed	3	3	13
...other furniture	11	2	6

Table 95: Condition of trauma facility furnishings

The furnishings most likely to be found in trauma facilities in the West Metropole area were chairs, carpet, a sofa and toys. Six trauma facilities had a bed available. The majority of the furnishings which were available in the trauma facilities was described as clean by the inspectors. However, the sofa, toys and other furniture in the Diep River trauma facility were described as dirty, as were the carpet and other furniture in Grassy Park. The trauma facility in Wynberg had a dirty bed and dirty toys, while in both Cape Town Central and Philippi-East the bed in the trauma facility was dirty.

The trauma facility in Mitchells Plain had a sofa, chairs, carpet, toys and other furniture, and although the unit had been considered dirty overall, all the furnishings were found to be clean.

Trauma staff

Only 22 police stations in the West Metropole area had trained personnel available to deal with cases of rape and domestic abuse. Police stations in Camps Bay, Cape Town Central, Houtbay, Kensington, Simonstown and Steenberg stated that there was no specially trained personnel to deal with sensitive cases. Inspectors at the Sea Point police station and in Strandfontein did not indicate whether or not trained trauma staff was available at these stations. Strandfontein recorded a comparatively high rate of rape cases in the previous month.

Twenty-nine police stations in the area stated that a female officer was on duty or standby to deal with cases of rape and domestic violence. The inspector who visited the Strandfontein station did again not indicate whether or not a female officer was available there.

Volunteers who worked at the trauma facilities ranged from 1 in Philippi-East to 30 in Lansdowne, with an average of 5 volunteers per station in the West Metropole area. Eleven stations (Athlone, Cape Town Central, Claremont, Diep River, Fish Hoek, Guguletu, Houtbay, Kensington, Kirstenhof, Langa and Wynberg) had no volunteers working at their trauma facilities. At 4 stations (Mitchells Plain, Nyanga, Philippi and Philippi-East) the number of volunteers who worked at the trauma facility was not specified.

Storage Facilities

Secure	# of stations
Yes	23
No	1
N/A	5
Total	29

Table 96: Is the store room secure?

The majority of police stations in the West Metropole area claimed that the rooms used for storing police evidence were secure. The only station commissioner to consider store room security levels to be inadequate was at the Simonstown police station. Mitchells Plain, Mowbray, Philippi, Strandfontein and Woodstock police stations had no special store room for police evidence. The inspector who visited the Sea Point police station did not indicate whether or not there was a secure store room.

The only reported theft from a police store room within the last 3 month had occurred at the Simonstown police station. This was also the only station where the store room was not considered to be secure. Inspectors at the Sea Point and Wynberg stations did not indicate whether or not a theft from the police store room had occurred.

Condition	# of stations
Tidy	11
Organised	12

Table 97: Condition of store room

Twelve police store rooms in the West Metropole area were described as organised while 11 store rooms were perceived to be tidy. Inspectors at Manenberg and Sea Point police stations did not indicate the condition of the police store room.

Holding Cells

The Houtbay, Maitland, Manenberg, Mitchells Plain, Philippi and Simonstown police stations all indicated that they had no holding cells or that these cells weren't in use. Inspectors at the Sea Point and Wynberg stations did not indicate whether or not suspects were held at those stations.

The average number of people held in police station cells in the West Metropole area at the time of the inspections was 2. Seven police stations (Camps Bay, Cape Town Central, Claremont, Lansdowne, Muizenberg, Nyanga and Philippi-East) held no suspects at the time of the inspections, while Strandfontein held 10 suspects. None of the stations held an underage suspect in their cells at the time of the inspections.

Condition	# of stations
Very clean	5
Clean	10
Tidy	6

Table 98: Condition of cells

The majority of lock up facilities in the West Metropole area were described as either clean or very clean, with 6 facilities rated as tidy by the Department's inspectors. None of the holding cells were considered to be dirty. The inspector at Langa station did not indicate the condition of the holding cells.

None of the police stations in the West Metropole area reported that a suspect had escaped from their custody within the last 3 months.

SECTION 3: METHODOLOGY ISSUES

Research Design

The aim of the In-loco Inspection Project is to obtain a picture of the management and control of police stations, expose good and bad practices, increase accountability, determine the problems that police face, and develop long-term benchmarks for future research. However, the design of the study, the questionnaire itself and the execution of the data collection result in the study having a number of limitations.

Unfortunately, it was not entirely clear how the police stations that were inspected as part of the 2000 in-loco inspections had been selected. It is not clear on what grounds a particular police station had been incorporated in a particular area, for example because it was part of a magisterial district etc., or how the boundaries of the four areas had been selected. It was also not made clear why the Western Cape had been separated into exactly those four areas. Because of this lack of information, it is not entirely clear why differences between these areas are analysed. For the purpose of future research, the Department should be able to justify its allocation of police stations to particular areas as well as the selection of those areas. The Department might also wish to consider the possibility of separation into rural and urban areas, or to include this information in a future questionnaire.

Moreover, the number of police stations inspected as part of the 2000 in-loco inspection varied from the number of police stations inspected in 1999. While it was obvious that not all police stations in the Western Cape had been part of the inspections in either 1999 nor 2000, it was not entirely clear why those specific numbers had been selected. In, particular, it was not clear how many police stations there were in total in each of the four areas, and what proportion of police stations had been inspected in each area. If there were no valid reasons (for example, that a station only operated for part of the year at a holiday resort etc.) for the particular selection of the inspected police stations, the findings of the research might be biased because of unjustifiable selection (for example, if inspectors only visited stations in areas that were easily accessible or where they felt safe) of stations included in the in-loco inspections. For the purpose of future research, the Department should be able to justify the inclusion and exclusion of particular police stations in the inspections.

In order to obtain comparable data, it would also be prudent to undertake inspections at roughly the same time of year in future. This would compensate for seasonal changes, for instance in case loads, and make it possible to more accurately compare the different areas and stations. This practice would also mean that the Department could accurately track changes in the Western Cape over the years.

Another problem of the in-loco inspection design is that it collects the opinions of one person per station. However, these opinions, for example about relations with the local CPF, cannot be assumed necessarily to represent the reality at those particular stations. The Department might wish to consider the possibility of interviewing the same person at a given station each year in order to monitor changes, or to omit questions that depend on personal perceptions in future research.

A last problem with the design of the study is that a number of observations in the questionnaire, for example the number of clients at a station, depend on the length of time the inspector has spent at a particular station. Since the length of the inspections has varied considerably at different stations, this information can be misleading and inaccurate. For the purpose of future research it would be prudent to select alternative sources of information for this type of questions, for example station records, or to fix a time period for the inspector to observe the events at a station. However, it should again be considered that the time of year as well as the day of the week are likely to have some influence on this type of short-term observation.

Questionnaire Design

There are also a number of weaknesses evident in the design of the questionnaire. More attention should have been paid at the design stage to the major aims and objectives of the study, in order to better focus the questions to meeting these particular objectives. If this study is to serve as a benchmark for future research, it should have been structured in such a way as to enable meaningful comparisons to be made in future.

A number of technical and design issues need to be addressed in order for future studies to be more effective. Some of the potentially weak areas of the questionnaire are examined below. The points below refer to the questionnaire used in the 2000 in-loco inspection (Appendix B).

Questions need to be specific and measurable if they are to be effective. For example, question 9 ('How many clients were in the C.S.C?') refers to the situation in the Community Service Centre at the time of the inspector's visit. However, question 10 ('Were the complaints attended to?') is difficult to answer in any meaningful way, especially since the option provided is 'yes/no'. For the inspector to answer this question s/he would either need to wait and monitor the way in which every complaint was treated, or else answer 'yes' or 'no' based on their general impression of the situation at that time. If the inspector is engaged in administering the questionnaire, it would be difficult for him/her to assess the extent to which the complaints are being attended to, rendering this question almost meaningless. Another example of a

question that would be virtually impossible to answer in a 'yes/no' format is question 42 ('Did you inform his/her parents?').

Questions need to be unambiguous and should provide the inspectors with instructions. Examples of questions that require instructions are question 11 (state of the CSC), question 14 ('population served') and others. If options are provided, the interviewer needs to know whether they can select a number of options or only one. The CSC could be both 'very clean' and 'tidy'. The response to this question thus immediately becomes dependent on the interviewer – some interviewers will assume they can circle as many options as are applicable, while others will assume that they have to select the *most* applicable option. While this may seem to be a small point, when the analysis of questions takes place, it is possible that incorrect conclusions can be drawn from the existing data simply because different interviewers treated questions in different ways. A questionnaire needs to attempt to remain as free as possible of the influence of the interviewer him or herself.

The example of question 14 ('population served') is another case where the question is open to individual interpretation. In the absence of instructions, different interviewers could understand this question to refer to the volume, race or geographical area of the population served. If each interviewer interprets this question in even a slightly different way, it becomes virtually impossible to compare the responses from different stations. For example, legitimate responses to this question as it is currently phrased could include:

'Mainly African and Coloured'

'Approximately 5000'

'Predominantly Khayelitsha'

'Around 350 people this week'

As the question is currently phrased, it will also be difficult to use as a benchmark, because when this questionnaire is administered in future inspections, it is very possible that a different interviewer or interviewee will provide information of a different nature, making even comparisons *within* a station virtually impossible. This is also true of question 18 ('How many cases were reported for last month?') – the phrasing of the question should ensure that the interviewer understands exactly what is being asked. Are we interested in *all* cases reported, or only cases of a particular nature? How is this question different to question 20 ('Total number of dockets investigated per month') and question 22 ('Number of requests to attend to complaints per month')?

Another ambiguous question is question 24 ('What are the main problems that police personnel experience within the station?'). This would appear to be a crucial question, and one that is at the heart of the entire study. Yet this question could be understood

by some interviewees to refer to a number of different things, and could result in some interviewees focusing on areas that are less relevant than others. The question falls within the 'administration and resources' section, and could therefore apply to the difficulties police personnel experience in accessing resources within the station, or it could refer to difficulties personnel experience within the station with regards to interpersonal relationships.

The aim or intention of every question in the questionnaire needs to be absolutely clear. For example, there are two questions about vehicles at the station (question 16, 'How many vehicles at the station?' and question 17, 'Vehicles out on patrol?'). It is not clear what exactly the intention of question 17 is, and whether it will provide us with any useful information. If the interviewer responds 'yes' to the question about whether there are vehicles out on patrol, it is not possible for the interviewer to verify whether the absent vehicles are out on legitimate business or simply 'out'; whether they are out as a response to a call for assistance, or whether they are simply patrolling and making their presence felt. Whether a vehicle is out or not does not enable the inspector to make any judgements about the effectiveness or otherwise of the station.

Research Execution

The quality of data collected with the help of a questionnaire will always depend on the quality of the person administering the questionnaire. Training of all in-loco inspectors would ensure a consistent understanding of the questionnaire that is being used as well a consistent understanding of how the questionnaire is to be administered. For the purpose of future research, all inspectors taking part in the in-loco inspections should have the same understanding of the meaning of all questions and the meaning of all the provided answer options. They should also all have the same understanding of how to deal with particular situations, for example if certain questions are not applicable to a visited station, or if the station commissioner at a station is unwilling to co-operate with the inspectors.

Because of the limited number of police stations included in the in-loco inspections, it is of the utmost importance that all inspectors who participate in the research complete their questionnaires diligently and accurately. A substantial number of questionnaires in the 2000 in-loco inspections missed out bits of information, which might bias the findings in some cases. For the purpose of future research, the importance of conscientious data gathering should be impressed on the inspectors. If inspectors are unable to administer a questionnaire in its entirety, they should indicate the reasons for this inability.

For the purpose of future research, the questionnaire should also be formatted in a way that reduces the possibility of human error and inconsistencies. If the questionnaire is to be coded after completion, it would be a good idea to provide the appropriate code on the questionnaire, for example '1' for 'yes' and '2' for 'no'. Coding options should also take into account that some questions might not be applicable in a particular interview, in which case a 'N/A' option should be provided. In those cases where a substantial section of the questionnaire might not apply in a particular interview, e.g. if a station has no trauma facility, routing should indicate the next applicable question. If the questionnaire contains quantitative questions without coding options, it should be clearly indicated if the values should be written out or written in numerals to make subsequent analysis easier.

The Department of Community Safety might wish to consider the option of professional data capturing and subsequent transformation into an SPSS² format or similar for future research. This would make the analysis of the data more accurate as well as quicker, and annual findings could be statistically compared in one data file.

² 'Statistical Package for Social Scientists', a data analysis package.

APPENDIX A: STATION DETAILS

Boland

Station name	Date of visit	Staff size	Population size	Cases reported
Ashton	14/08/00	28	26,107	149
Barrydale	7/08/00	8	8,000	167
Bonnievale	22/11/00	19	11,000	234
Bredasdorp	28/11/00	46	23,000	362
Caledon	28/11/00	52	33,400	340
Ceres	24/11/00	45	130,000	441
Citrusdal	24/11/00	25	13,500	287
Clan William	21/11/00	23	10,000	215
Cloetesville	11/12/00	61	65,000	360
Darling	13/12/00	20	15,000	105
De Doorns (Hexvallei)	16/10/00	21	21,000	179
Doringbaai	30/11/00	8	3,234	23
Eendekuil	22/11/00	6	3,000	20
Elandsbaai	7/12/00	5	6,200	97
Fransch Hoek	11/12/00	21	25,000	132
Gansbaai	20/12/00	22	10,000	158
Genadendal	23/10/00	19	12,500	130
Graafwater	22/10/00	10	7,000	20
Grabouw	21/12/00	40	50,000	306
Groot Drakenstein	12/12/00	20	20,000	96
Hermanus	18/10/00	59	36,000	379
Hopefield	21/12/00	12	8,000	64
Klawer	23/11/00	21	15,000	170
Kleinmond	28/11/00	19	7,200	80
Laaiplek	6/12/00	21	7,500	104
Lamberts Bay	23/11/00	19	9,000	61
Langebaan	20/12/00	15	6,000	67
Lutzville	12/12/00	28	1,400	103
Malmesbury	28/11/00	41	130,000	67
Mc Gregor	7/12/00	9	5,000	22
Montagu	17/10/00	27	15,710	513
Moorreesburg	28/11/00	20	12,404	261
Napier	22/11/00	11	8,000	80
Niewerust	6/12/000	12	2,500	50
Paarl	24/11/00	11	8,000	80

Station name	Date of visit	Staff size	Population size	Cases reported
Paarl East	9/10/00	80	140,000	633
Philadelphia	4/08/00	11	20,000	40
Piketberg	11/12/00	18	8,300	209
Porterville	13/12/00	16	-	104
Prince Alfred Hamlet	21/11/00	23	22,000	109
Rawsonville	24/10/00	25	11,600	107
Riebeeck-Kasteel	28/11/00	21	15,000	164
Riviersonderend	19/10/00	20	6,500	135
Robertson	22/11/00	48	33,000	635
Saldanha	28/11/00	31	28,000	159
Saron	21/11/00	12	6,000	48
St Helena Bay	20/12/00	8	8,000	32
Stanford	22/11/00	13	6,000	61
Stellenbosch	3/10/00	78	50,000	930
Struisbaai	24/11/00	15	35,000	56
Suurbraak	19/10/00	8	2,500	14
Swellendam	19/10/00	27	32,000	287
Touws River	17/11/00	20	7,700	224
Tulbagh	21/11/00	20	13,861	188
Vanrhynsdorp	7/12/00	20	10,000	110
Villiersdorp	17/10/00	23	21,000	269
Vredenburg	30/11/00	42	38,000	322
Vredendal	7/12/00	73	3,300	642
Wellington	15/11/00	65	67,000	461
Wolseley	24/10/00	22	11,000	167
Worcester	24/10/00	134	170,000	1,264

East Metropole

Station name	Date of visit	Staff size	Population size	Cases reported
Atlantis	4/08/00	90	113,000	626
Bellville	1/08/00	109	118,000	875
Bellville-South	31/07/00	69	70,000	199
Bishop Lavis	25/07/00	104	300,000	606
Bothasig	3/08/00	19	20,000	133
Brackenfell	1/08/00	37	27,000	350
Cape Town Inter Airport	17/10/00	22	-	120
Delft	27/07/00	78	149,000	638
Durbanville	3/08/00	39	80,000	318
Elsies River	26/07/00	106	22,000	641
Goodwood	7/07/00	84	57,000	468
Gordons Bay	16/08/00	30	1,800	150
Khayelitsha	28/06/00	278	400,000	1,072
Kraaifontein	2/08/00	126	155,000	726
Kuils River	27/07/00	108	420,000	3,000
Macassar	15/08/00	36	40,000	149
Melkbosstrand	7/08/00	20	11,000	46
Milnerton	7/08/00	55	46,500	640
Parow	7/07/00	110	64,000	722
Ravensmead	25/07/00	67	80,000	600
Somerset-West	14/08/00	74	50,000	484
Strand	14/08/00	68	75,000	597
Table View	7/08/00	41	48,560	348

Southern Cape

Station name	Date of visit	Staff size	Population size	Cases reported
Albertinia	22/09/00	17	20,000	75
Beaufort West	27/10/00	60	20,000	284
Calitzdorp	27/10/00	21	5,000	79
Conville	20/09/00	64	80,000	394
De Rust	20/0900	18	7,683	58
Dysselsdorp	20/0900	28	25,000	75
George	19/0900	169	55,000	545
Groot Brakriver	20/09/00	33	25,000	194
Heidelberg	24/09/00	21	17,000	115
Klaarstroom	22/09/00	4	6,500	5
Knysna	19/09/00	79	76,371	660
Ladismith	11/10/00	43	30,000	-
Laingsburg	17/11/00	16	5,700	238
Leeu-Gamka	18/11/00	6	3,500	94
Mossel Bay	20/09/00	135	65,000	409
Murraysburg	18/11/00	17	6,000	138
Oudtshoorn	21/09/00	239	40,000	1,200
Pacaltsdorp	19/09/00	42	26,000	150
Plettenberg Bay	19/09/00	60	69,000	305
Prince Albert	22/09/00	23	6,800	113
Riversdale	23/09/00	24	26,500	134
Stilbaai	22/09/00	18	6,500	81
Thembalethu	20/09/00	32	80,000	-
Uniondale	27/10/00	18	14,000	256

West Metropole

Station name	Date of visit	Staff size	Population size	Cases reported
Athlone	30/08/00	90	80,000	434
Camps Bay	11/09/00	23	9,000	122
Cape Town Central	11/09/00	190	188,937	1,845
Claremont	31/08/00	58	70,000	964
Diep River	31/08/00	41	75,000	423
Fish Hoek	23/08/00	48	25,000	145
Grassy Park	31/08/00	85	280,000	461
Guguletu	7/09/00	117	350,000	621
Houtbay	28/08/00	37	45,000	170
Kensington	14/09/00	35	70,000	167
Kirstenhof	30/08/00	38	92,000	269
Langa	25/08/00	48	140,000	289
Lansdowne	1/09/00	61	66,000	388
Maitland	14/09/00	42	13,900	299
Manenberg	6/9/00	101	7,5000	570
Mitchells Plain	15/09/00	217	900,000	1,892
Mowbray	29/09/00	38	20,000	223
Muizenberg	22/08/00	39	80,000	370
Nyanga	5/09/00	145	200,000	779
Ocean View	23/08/00	33	70,000	154
Philippi	4/09/00	64	100,000	427
Philippi-East	4/09/00	47	200,000	300
Pinelands	29/09/00	34	22,000	482
Rondebosch	29/08/00	42	54,000	306
Sea Point	11/09/00	71	180,000	600
Simonstown	23/08/00	23	16,000	97
Steenberg	21/08/00	68	240,000	340
Strandfontein	1/09/00	27	50,000	150
Woodstock	23/08/00	62	62,000	741
Wynberg	24/08/00	97	650,00	392

APPENDIX B: QUESTIONNAIRE

In Loco Inspection Project

Department of Community Safety Departement van Gemeenskapsveiligheid Isebe Lomphathiswa Lokhuseleko Loluntu
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Station	Area

General information

1. Date of visit:

2. Time of visit:

3. Telephone and fax:

Telephone () _____
Fax () _____

4. Station Commissioner:

Rank _____
Name _____

5. Status rank of the police station:

6. Was the Department's poster displayed?

Yes	1	No	2
-----	---	----	---

Community Service Centre

7. Name of the attending officer?

8. Did members in the C.S.C. wear nametags?

Yes	1	No	2
-----	---	----	---

9. How many clients were in the C.S.C.?

10. Were the complaints attended to?

Yes	1	No	2
-----	---	----	---

11. State of the Community Service Centre?

Very clean	1
Clean	2
Tidy	3
Dirty	4
Very dirty	5

12. How many officers are supposed to be at the C.S.C. to attend to complaints?

Administration and Resources

13. Staff complement:

Uniform	
Detectives	
Total	

14. Population served?

15. How many officers were off sick for the previous month?

16. How many vehicles at the station?

Admin	
Uniform	
Detectives	
Total	

17. Vehicles out on patrol?

Yes	1	No	2
-----	---	----	---

18. How many cases were reported for last month?

19. Time the shift started?

20. Total number of dockets investigated per month?

21. Number of investigating officers?

Number of IOs	
Average number of dockets per IO	

22. Number of requests to attend to complaints per month

23. Do you have Community Police Officers, number?

Number	
--------	--

24. What are the problems that police personnel experience within the station?

Community Police Forums

25. Is the CPF functional?

Yes	1	No	2
-----	---	----	---

26. If no, state reason.

27. How regularly do they meet?

28. Are they involved in crime prevention projects? Name them.

29. Please define the relationship with the Community Police Forum?

Very good	1
Good	2
Okay	3
Not good	4
Bad	5

Trauma Rooms

30. Number of a) rape and b) abuse (domestic violence) cases reported for last month?

a)	b)
----	----

31. Do you have special facilities where you conduct interviews with abused women and rape victims?

Yes	1	No	2
-----	---	----	---

32. Inspection of the Trauma Room:

32 a. State:

Clean	1
Dirty	2
Not inspected	3

32 b. Furniture

Furniture	CLEAN	DIRTY	N/A
Table	1	2	3
Chairs	1	2	3
Bed	1	2	3
Sofa	1	2	3
Toys	1	2	3
Carpets	1	2	3
Other	1	2	3

32 c. Number of volunteers for Trauma Rooms:

33. Do you have trained personnel to deal with abuse and rape cases?

Yes	1	No	2
-----	---	----	---

34. Is there a female officer on duty or on standby to deal with these cases?

Yes	1	No	2
-----	---	----	---

35. If not, why not?

Store Room

36. Is it secure?

Yes	1	No	2	N/A	3
-----	---	----	---	-----	---

37. State of the storeroom/s:

Tidy	1
Organised	2
Disorganised	3
Untidy	4
N/A	5

38. Ws any theft reported in the last three months from the storeroom?

Yes	1
-----	---

No	2
----	---

N/A	3
-----	---

Police Cells

39. How many people are currently in the cells?

40. Any escapes in the last three months?

Yes	1
-----	---

No	2
----	---

41. Number of under age prisoners?

42. Did you inform his/her parents?

Yes	1
-----	---

No	2
----	---

43. State of cells:

Very clean	5
Clean	4
Tidy	3
Dirty	1
Very dirty	2

44. Do all the locks work properly?

Yes	1
-----	---

No	2
----	---

45. Time inspection completed:

46. Signature of Attending Officer:

Official Use Only

47. Issues to be followed up:

48. Inspection conducted by:

Name

Signature

49. Accompanied by:
